

# Creative Problem Solving & Decision Making

## Summary

This workshop helps participants understand the fundamentals of creative problem solving and decision making. It starts by introducing the skills needed for effective problem solving, and how to identify types of problems as well as the different types of problem solvers; it will also help them identify the phases of a creative problem-solving process. The workshop activities also cover the process of generating creative solution options, a method for prioritizing problems, an identification of a problem's root causes in order to make the right decision and implement an effective solution. During this workshop participants will also acquire the tools and best practices allowing them to track the success of their decision.

## Learning Objectives

By the end of this workshop, participants will be able to:

- Recognize the causes of problems using a structured and logical approach
- Identify the skills of a problem solver
- Develop criteria for the solution and generate alternatives
- Analyse the different options and select the “best fit” for a creative solution
- Work through the creative problem solving & decision making process

## Topics Covered

- 1. Creative Problem Solving Basics**
  - a. Fundamentals of Creative Problem Solving
  - b. Types of Problems
  - c. Problem Solving Approaches
  - d. Problem Solvers' Styles
- 2. Decision Making Basics**
  - a. Fundamentals of Decision Making
  - b. Defining Decisions
  - c. Decision frames
  - d. Researching Decisions
- 3. Creative Problem Solving & Decision Making Process**
  - a. Step 1: Identify and Frame the Problem
    - i. Root Cause Analysis - Techniques
  - b. Step 2: Develop a Creative Solution and Implement the Decision
    - i. Defining Solution Criteria
    - ii. Letting the Creative Powers Flow – The Six Thinking Hats
    - iii. Generate Creative Solution Options
    - iv. Evaluate Solutions
    - v. Committing to a Solution
    - vi. Select the “best fit” Solution – The Z Decision Making
  - c. Step 3: Implement the Decision
  - d. Step 4: Evaluate the Solution's Success

## Methodology

- Learning Concepts / Presentations
- Group Activities and Discussions
- Role Plays and Case Studies
- Educational Videos
- Individual and Team Exercises
- Individual SMART Action Plan for Development

**Duration:** 12 hours