

CREATIVITY, CRITICAL THINKING AND PROBLEM SOLVING

Introduction:

Successful organisations recognise that critical thinking and creative solutions to problems significantly enhance business potentials. Today's decision makers must use a variety of thinking styles, methodologies and creative processes. In this course, participants will develop their skills as a critical thinker and problem solver. This course will also demonstrate to participants how to develop innovative and creative solutions to real world business problem when they return to their workplace.

Course Objectives:

At the end of the workshop, participants will:

- Develop critical thinking skills that you can use every day
- Improve problem solving and decision-making skills
- Identify causes of problems at work
- Communicate, collaborate, and solve problems more effectively.
- Understand how the creative problem-solving process drives innovation
- Apply creativity techniques to generate great solutions

Course Contents:

Getting Started

- Recognising that a problem exists
- Initial problem definition
- Resources and matching these to the seriousness of the problem faced
- What a problem is and what it isn't

Foundation Concepts

- Critical Thinking and Problem Solving
- Two Thinking Modes and Cognitive Biases
- Basic Framework for Problem Solving

Defining the Problem

- The Importance of Identifying the Real Problem
- Quantify the causes and effects

- Arriving at an agreed definition of the problem
- Distinctions and similarities
- Setting priorities based on the deviation from what is desired
- Representing the results of analysis in graphical and written form

Applying Root Cause Analysis

- Purpose and impact of RCA
- Review different RCA techniques
- Finalizing root-cause through a funnelling process

Brainstorm Solutions

- Acquire traits of creativity
- Apply creativity techniques to generate great ideas

Developing Creative Solution Process

- Differentiating divergent and convergent techniques
- Applying tools and techniques for identifying creative solutions
- Process to narrow down solutions

Evaluating Solutions and Making Decisions

- Applying tools and techniques for evaluating solutions
- Finalize decisions with Decision Matrix

Strategic Considerations in Implementing Decisions

- Identify and review action plans
- Develop and review follow up contingency actions
- Formulate after action review process

Implement Solution

- Achieve success through proper risk assessment
- Present and get management approval

Who Should Attend:

Individuals at any level of an organisation who want to apply creativity and critical thinking skills to their decision-making process. This course will also greatly benefit for those who will be undertaking a role that will involve having to think creatively to solve problems and make decisions.

Training Methodology:

This highly engaging workshop is designed to deliver maximum result through experiential learning, presentations, case studies, group discussions, self-reflection and translation into actual action plan that can be applied immediately at work.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

2 days (14 hours)

Course Fee:

\$420 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)