



Standards+Training+Consultancy

METHODOLOGY:
LECTURE, INDIVIDUAL & GROUP
ACTIVITY, FEEDBACK SESSIONS,
DISCUSSIONS, DEMONSTRATION,
BUSINESS GAMES, ROLE PLAYS

CREATIVE THINKING FOR PROBLEM SOLVING SKILLS

COURSE OBJECTIVE

The nature of human problem solving has been studied for the past hundred years by psychologists. The past few decades have seen businesses take much more of an interest in the processes that individuals apply to identify and implement the solutions to their problems. These processes or methods work for any kind of problem, large or small.

This training will offer you an overview of the entire creative problem solving process. It will also describe key problem solving tools that you can use in your day to day life.

Participants will leave the training equipped with knowledge and skills in creative thinking and problem solving skills.

Who Should Attend This Training?

- Managers
- Assistant Managers
- Engineers
- Administrative Staff
- Secretaries
- Sales Professionals
- Human Resources Personnel
- Executives
- Anyone keen to improve on their creative problem solving skills

What You Will Learn?

- Recognise problems and understand the creative problem solving process
- Identify types of information to investigate and key questions to ask
- Write solid problem statements that clearly underlines the problem
- Successfully utilise idea generating tools, such as brainstorming, brainwriting, mind mapping and six thinking hats
- Develop a criterion to assess the solution to meet the needs and wants while considering the cost and benefits associated with each solution
- Perform final analysis or paired comparison analysis in selecting the optimal solution
- Identify tasks and resources necessary to implement and monitor the progress of the solution
- Conduct post solution implementation checks to celebrate successes and identify improvement

This training uses 20/80 approach; 20% lecture, 80% practical accompanied by a training manual individually customised. All sessions contain specific example that show exactly how recommended guidelines can be implemented in practice.

**SHAH ALAM
SELANGOR**

COURSE OUTLINE

DAY 1

Module 1: Getting Started

Objective: *Understand the objectives of the workshop to create an initial framework of the entire workshop*

- Workshop Objectives
- Action Plans

Module 2: The Problem Solving Method

Objective: *Recognise problems and understand the creative problem solving process*

- What is a Problem? + *Exercise*
- What is Creative Problem Solving? + *Exercise*
- What are the Steps for Creative Problem Solving Process? + *Exercise*

Module 3: Gathering Information

Objective: *Identify types of information to investigate and key questions to ask*

- Understanding Types of Information + *Exercise*
- Identifying Key Questions + *Exercise*
- Methods for Information Gathering + *Exercise*

Module 4: Problem Definition

Objective: *Write solid problem statements that clearly underline the problem*

- Defining the Problem
- Determining Where the Problem Originated + *Exercise*
- Defining Present State and Desired States + *Exercise*
- Analysing the Problem + *Exercise*
- Writing the Problem Statement + *Exercise*

Module 5: Getting Prepared to Brainstorming

Objective: *Identifying, removing mental blocks within the team to stimulate creativity in the generation of solutions*

- Identifying Mental Blocks + *Exercise*
- Removing Mental Blocks + *Exercise*
- Stimulating Creativity + *Exercise*

DAY 2

Module 6: Generating Solutions

Objective: *Successfully utilise idea generating tools, such as brainstorming, brainwriting, mind mapping and six thinking hats*

- Brainstorming Rules (Key to Success)
- Basic Brainstorming + *Exercise*
- Brainwriting and Mind Mapping + *Exercise*
- The Six Thinking Hats + *Exercise*

Module 7: Analysing Solutions

Objective: *Developing a criterion to assess the solution to meet the needs and wants while considering the cost and benefits associated with each solution*

- Developing Criteria + *Exercise*
- Analysing Wants and Needs + *Exercise*
- Using Cost/Benefit Analysis

Module 8: Selecting a Solution

Objective: *Perform final analysis or paired comparison analysis in selecting the optimal solution*

- Final Analysis + *Exercise*
- Paired Comparison Analysis + *Exercise*
- Analysing Potential Problems + *Exercise*

Module 9: Planning Your Next Steps

Objective: *Identifying tasks and resources necessary to implement and monitor the progress of the solution*

- Identifying Tasks + *Exercise*
- Identifying Resources
- Implementing, Evaluating and Adapting + *Exercise*

Module 10: Lessons Learned

Objective: *Conduct post solution implementation checks to celebrate successes and identify improvement*

- Planning the Follow-Up Meeting + *Exercise*
- Celebrating Successes + *Exercise*
- Identifying Improvements
- Wrap Up
- Words from the Wise

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MANAGEMENT AND SOFT SKILLS TRAINING CREATIVE THINKING FOR PROBLEM SOLVING SKILLS

Training Date: ___ / ___ / 20___

Shah Alam, Selangor

REGISTRATION FORM

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E-mail			
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PARTICIPANT

No.	Name	Position	Email	Mobile No.
1.				
2.				
3.				
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