Creative Problem Solving

This program offers an in-depth look at the problem solving process. Participants will be given the tools and skills to recognize, identify and handle even the most complex situations.

Program Content:

Introduction
- The Problem Solving Process
- Program Objectives
- Your Objectives – Why are You Attending?
- A Six Step Solution

Identifying the Problem
- What is a Problem?
- Prioritization Matrix

Describing the Problem
- How Do I Accurately and Completely Describe the Problem?
- How to Create a Flowchart
- Sample Flowchart

Analyzing the Problem
- Identify the Causes
- How to Create a Survey
- Brainstorming
- Obstacles to Creativity
- Fish Bone/Cause-Effect Diagram

Planning the Solutions
- Identify and Evaluate Possible Solutions
- SWOT Analysis
- Benchmarking

Implementing the Solutions
- Monitoring

Problem Solving Worksheet

Facilitation: 1 day (1 Gold Seal Special Industry Course (SIC) Point)