



Title

CREATIVE PROBLEM SOLVING & DECISION MAKING

Description & Objective

Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. As an individual, facts and knowledge can only go so far. By tapping into the knowledge of others (staff, colleagues, family, or friends), anyone can expand the range of solutions available

Content/Outline

- **What's the Problem Here?: Understanding What Problem Solving Is**
Exploring what problem solving and decision-making means. We will also look at different types of decisions, the difference between facts and information, and common decision-making traps.
- **What's Your Style?: Problem Solving Approaches**
Understanding four types of problem solvers. Participants will work in small groups to identify their strengths and weaknesses, and how to use that knowledge to become better problem solvers.
- **What's the Path?: The Problem Solving Model**
Learning about a three-phase model that participants can apply to most problems. They will also have an opportunity to apply the model to various situations.
- **How Many Roads Are There?: Six Ways to Approach a Decision**
Participants will learn about Edward DeBono's six thinking hats, and they will practice using the hats during a problem solving discussion. Then they will look at eleven basic problem-solving tools and two advanced tools. Finally, they will apply these tools to a case study in a large group discussion.
- **The Perfect Pairing: Creativity and You - Better Together**
Examining the way people think about creativity, what it means for personal effectiveness, and how to harness the power of business creativity to move forward on the challenges in the world that you and your organization are facing right here, right now
- **Taking the First Steps: Get Out of Your Rut and Find Your Groove**
Ideas are everywhere. (Don't look, but they are around you right now!) Most of the time, it's not a shortage of ideas that's a problem. It's too many ideas - or too many OLD ideas - that get in the way of truly innovative solutions.
- **Buy This Idea Now!: Communication Tools**
If creativity is the fuel that makes innovation go, then communication is the oil that keeps it from slowly stopping. In this segment of the program, participants will look at the importance of audience analysis and selling ideas.

