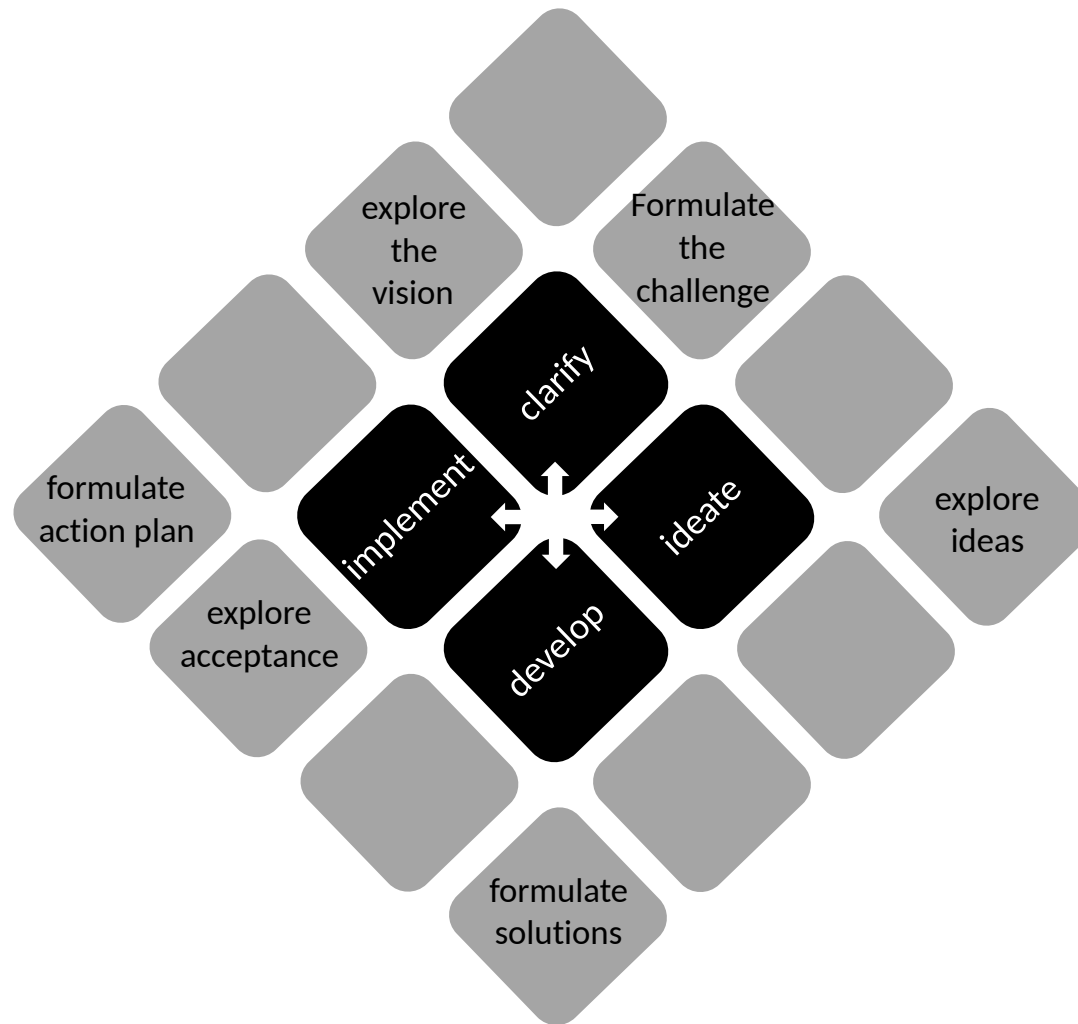


Creative Problem Solving Level III FACILITATION

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The Expert Model



Assess the Situation

Gather data, then decide

Clarify

Explore the Vision

Identify the goal, wish or challenge

Clarify

Formulate the Challenge

Decide on what problem to solve

Ideate

Explore Ideas

Generate lots (and lots) of options

Develop

Formulate Solutions

Select and strengthen solutions

Implement

Explore Acceptance

Putting the solution in context

Implement

Formulate Action Plan

The ultimate “to do” list

Agenda

- Orientation, review agenda
- Roles in a CPS session
- The plan for this meeting
- Practice/warm-up
- Client shares background data
- Work client's issue
- Create a follow-up plan
- Evaluate the session

Roles in a CPS Session

- Client
- Facilitator
- Resource Group

Ground Rules

Divergent

- Defer judgment
- Strive for quantity
- Seek wild and unusual ideas
- Build on other ideas

Convergent

- Be affirmative
- Be deliberate
- Check objectives
- Improve ideas
- Consider novelty

Clarify

Statement of the goal, wish or challenge...

Ideate

Statement of the goal, wish or challenge...

Develop

Statement of the goal, wish or challenge...

Short Term Goals

- Acknowledge the current 'situation' consider this as the proposal for a new stage in the life cycle * *
- Celebrate and document some of their successes in the PR report*
- This is a chance to integrate creativity *
- Make PR meetings special, fun, nice place, perhaps food *
- Talk about learning experiences *
- Can we provide any assurances that they are secure? *

Short Term Goals

- PR consultant meet with individual faculty members to get ideas and concerns (one green dot/one blue dot)
- Seek ways to connect faculty to Sheridan resources that can help them (e.g. marketing) (one green dot/one red dot)
- Have Associate Dean and Dean meet with team and PR consultant to commit to process and implementation and to address fears (one green dot/one red dot)

Long Term Goals

- Demonstrate and assume institutional support **
- Plan a strategy with Associate Dean *
- Jump to the crucial aspects in the program and leave the trivial *
- Consider letting faculty reflect on the feeling of newness/freshness...bring to program *
- Take time to smell the flowers: i.e. celebrate success everyday *
- Have faculty do industry interviews and shadowing. Look for potential industry partnership *
- Meet and share good news and successes *
- Look for triggers for passion *
- Ask faculty what they would like to see in the program if their child was about to enroll *

Long Term Goals

- Set up day retreat in nice place to tackle program analysis and visioning (red dot)
- Get Dean and Associate Dean to commit to quick implementation of small but significant change (red dot)

I wish...

- Faculty could embrace the program review with a positive spirit
- Faculty felt they were in a place where they could generate new ideas
- Faculty felt optimistic about the fate of the program
- Faculty could see that program review is worth the effort and it is an opportunity to revitalize the program
- Faculty would work through program review with a positive mindset.

Brainstorming...

- Ask:
 - What do you want?
 - What can change?
- Train the faculty in thinking positively
- Industry panel
- Dialogue on how they can influence the evolution of their program
- Strengthen the relationship between CTL and program PD/digital
- Re-focus to see the good that came from implemented change
- Embrace ideas that faculty came with

Brainstorming...

- Apply CPS facilitation in their meetings
- Discuss mindset and PR results
- Have team meet with PR researcher to indicate what they'd like in the scan
- Help faculty to think outside the box in working with community
- Any case/success stories the group could review
- Infuse creativity in the curriculum to encourage more applicants
- Market the progression in an innovative way

Brainstorming...

- Workshop on ??? Vision???
- Look at KPI data and discuss room for change strengths and weaknesses
- Field placement celebration
- Look for opportunity for faculty and students to get involved in Presidential Challenge
- Show documentation that program is in 2020 plan
- Build Pathways
- Try new courses—development strategies

Brainstorming...

- Spread your wings (i.e. reach out for changes)
- Be childish in your view of the future program
- Enjoy the crunch. The problems have room for growth
- Bring LEGO to the meeting and ask for the program models to be built
- Gamify PR (e.g. a treasure hunt with sharks and pirates)
- Take them to place outside Sheridan (e.g. lunch)
- Ask faculty to discuss what past program changes have been important/successful and what we can learn from them

What I See Myself Doing Is...

- Partner program with another program that has had a successful smaller manageable change as a result of program review
- Look for ways to connect with each faculty member; motivation—try to connect (**red dot**)
- Identify a smaller manageable change and do it. Ride the momentum!
- Partner with another program that had a successful review (revitalization) (**blue dot**)

POINT

What I Now See Myself Doing	
Pluses	<ul style="list-style-type: none">▪ Credibility▪ Good environment to come with ideas▪ That there are small manageable changes
Opportunities	<ul style="list-style-type: none">▪ Cross pollination▪ New relationships (interdisciplinary)▪ Learn from other strengths
Issues	<ul style="list-style-type: none">▪ Finding faculty to participate (timing, scheduling, organizing)▪ May be too different, cannot make connection▪ Yah, but!
New Thinking Skills	<ul style="list-style-type: none">▪ Helping faculty see connection/synergy▪ Ask team what program they would like to connect with

Next Steps

- Further thinking
- Explore possibilities
- Use PAC meeting to do real revitalization of the program
- Analyze data with team and focus on strengths
- Present ideas of partnering to faculty
- Set up of idea to group