

Creativity, Critical Thinking & Problem Solving

INTRODUCTION

- The quality of your results is based on the quality of your decisions. Your best decisions are built on a sharp and focused ability to analyse situations, people and probabilities. This interactive training course will develop these skills and more.
- Highly successful organisations are renowned for developing internal climates where innovation and creative solutions thrive. This highly creative, yet practical training course explores what is involved in establishing such a business environment, and will demonstrate to delegates how to develop innovative and creative solutions to real world business problems when they return to their workplace.
- The core learning experience centres around a series of practical case study exercises, which will be drawn on to illustrate the key principles involved in critical thinking and innovative problem solving. It will also enable the delegates to test their knowledge and expertise.

Participants will develop the following competencies:

- Ability to use a wide range of problem-solving tools, techniques and trusted methods – individually and within a team – to make better decisions faster
- Improved skills of creativity and lateral thinking; developing these skills in others
- Learn the skills of critical thinking and how to build analytical models
- Improved problem-solving and decision making, plus the ability to communicate your thoughts, ideas and conclusions

PROGRAM OBJECTIVES

- Assess their own thinking and communicating style preferences through a variety of profiling and benchmarking tools
- Understand how to add value through critical thinking and innovative problem solving
- Appreciate the vital importance that communication and active listening have in building a sustainable environment, where great decisions are consistently taken
- Understand, at a detailed level, how to use a wide variety of problem-solving tools effectively
- Develop their ability to think “outside the box”
- Have obtained the necessary skills to make better business decisions
- Recognise the difference between solving problems and finding solutions
- Takeaway a toolkit of creative techniques to enable them to cope with the challenges which lie ahead
- Determine pragmatic methods for effective management decision making
- Appreciate the impact of personality on the decision-making process
- Evaluate and apply a structured approach to generate solutions to organisational issues when making decisions
- Assess personal and organisational decision-making creativity and set an agenda for progression
- Apply appropriate creative analysis techniques that generate successful solutions

WHO SHOULD ATTEND?

This training course is designed specifically for those professionals and managers from almost any area: HR, IT, Finance, Operations, Marketing and Strategic Planning including:

- Technical and financial professionals making complex decisions – either short, medium or long-term
- Supervisors and managers who wish to increase their effectiveness in problem analysis, developing creative solutions and decision making
- Senior managers seeking to improve their own and their department’s approach to decision making and problem solving in a timely manner

TRAINING METHODOLOGY

- The Creativity, Critical Thinking & Problem Solving training course will involve the use of high impact visual aids, case study exercises, reference manual, story-telling, examples of best practice and appropriate video / DVD material. The use of syndicate programmes and peer review sessions will encourage a fully participative and enjoyable event.

PROGRAMME SUMMARY

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Program Outline

Decision-making Methods and Principles

- The importance of effective decision making and problem-solving
- Systematic problem definition and unconscious bias
- How the mind processes information
- Guidelines to Problem Solving and Decision Making
- Practical examples and exercises

Developing critical and analytical thinking

- What is critical thinking and how is it different to creative thinking
- Learning how to learn – a critical evaluation of our preferred style of learning
- How critical thinking and analysis can be applied to recruitment, supplier selection and process improvement
- Overview of principles, tools and techniques
- Case-study: - Practical examples based around participants own situations and challenges.

Developing Creative Thinking in Groups

- Understanding group dynamic and pitfalls in group thinking and unconscious bias
- How to solve problem working with diverse group of people
- How to cultivate creative thinking skills in yourself and others
- Using creative problem-solving techniques to plan for improvements and cost-savings
- Case-study: A problem exercise using the 'multiple viewpoints' system

Communicating your Decisions and Ideas

- Influencing for success – a critical evaluation of our preferred style of influencing
- Developing a Stakeholder Analysis – Power vs. Influence
- Opportunities and Challenges as opposed to problems
- Developing a “meetings strategy” to solve problems and make decisions
- The different communication styles and when to use each one
- Appreciating the diversity of others communications preferences

Implementation Skills

- How to create strong action plans for implement decisions
- Reasons for poor decisions and managing the risk
- Developing a strategy for change – implementing critical thinking and problem solving skills
- Creative thinking and problem solving for daily challenges
- Developing SMART objectives from the training

