



Creative Problem Solving

A Programme on Work Improvement Teams ref: imp

Most people stumble when they encounter a problem. “I am stuck. How ?” This course will prepare participants to solve problems creatively and by going into the root cause of the problem. Using concepts such as the PDCA cycle and tools like brainstorming, decision matrix and fishbone diagram.

Objective

At the end of this course, participants will be able to :

- a) **Understand** that there are ways to get around problems
- b) **Recognize** the problem solving process
- c) **Identify** problems, its causes and form creative solutions

Content

- What are problems
- Why the need to solve problems effectively
- Positive attitude towards problem solving
- The problem solving process
- Identify problems-brainstorming
- Priorities problems-decision matrix
- Identify causes-cause and effect diagram
- Possible solutions

Approach

Interactive sessions and group activities

For whom

Managers, Supervisors and all employees

Duration

Three days