TECHNICAL
EDUCATION
ACADEMY

School of Business and Management

COURSE PROGRAMME

000141

CBSK003 - Creative Problem Solving and Decision Making

Decision making is the application of scientific methods and logical reasoning to problems and decisions – is the foundation of effective problem solving and decision making.



Learn from the Best in the Business!

Course overview

Foundation level

Why take this course

Decision making is the application of scientific methods and logical reasoning to problems and decisions – is the foundation of effective problem solving and decision making. Decision making using critical thinking techniques enables us to avoid common obstacles, test our beliefs and assumptions, and correct distortions in our thought processes. Gain confidence in assessing problems accurately, evaluating alternative solutions, and anticipating likely risks. Learn how to use analysis, synthesis, and positive inquiry to address individual and organizational problems and develop the critical thinking skills needed in today's turbulent times.

Who it is for and how it helps

This programme is ideal for general managers, functional leaders, or consultants who want to:

Design innovative solutions to tough business challenges

Improve their decision making by developing a creative mindset

Lead change management initiatives with greater confidence

Strengthen their team's creative problem-solving skills

Spark brainstorming and collaboration across all functions

What you will learn

- Focus on the real problem
- Establish accurate goals for problem solving
- Prioritize problems and decide which problems should get attention
- Generate ideas quickly
- Break through barriers and mental blocks
- Find viable solutions
- Sort through lots of ideas
- Evaluate alternative courses of action
- Make good decisions so all team members are satisfied
- Consider both risk and benefits in a choice
- Analyze what needs to be accomplished
- Ensure acceptance of the solutions
- Develop and use action plans as a group or individually
- Solve business problems and make better decisions through creative thinking
- Gain practical tools for incorporating creative thinking into day-to-day processes
- Harness your team's collective abilities to produce innovative solutions and strategies
- Approach business challenges with greater confidence and achieve better results
- Learn how to implement and manage the creative process across all domains

Course overview — continued

- Understand the role of change in organisational success.
- Develop the skills needed to support innovation and improvement.

Curriculum

Modules 01–05

01 What is problem solving and decision-making

- Problem solving and decision making defined
- Evidence based decision making
- Non-evidence based decision making
- Groups vs. individual, the pros and cons
- The Five-Step Problem Solving Process

02 Define and Analyze the Problem

- Create a problem statement
- Analyze and understand the problem
- Apply tools and techniques for problem identification and analysis

03 Determine the Cause(s) of the Problem

- Collect data to understand the problem
- Identify possible causes
- Analyze causes
- Select the root cause
- Apply tools and techniques to identify causes and determine the root cause

04 Generate Alternative Solutions

- Indentify possible solutions
- Apply the tools and techniques for generating alternative solutions

05 Select the Solution - Make a Decision!

- Determine a decision making approach
- Develop criteria for selecting a solution
- Select the best solution
- Validate the solution
- Apply the tools and techniques for decision making

Curriculum

Modules 06–08

06 Implement the Solution

- Develop an action plan
- Implement the solution
- Marshal support for your solution

07 Creative problem Solving

- How to create a culture that values, nurtures, and rewards creative solutions
- Implementing a methodology that overcomes barriers to innovative thinking
- Reframing problems, making new connections, and challenging assumptions
- Using questions to brainstorm and solve business problems more effectively
- Generating, testing, and enhancing new ideas, strategies, and techniques

08 Monitoring and evaluating changes

- Implementing change
- Analysing and assessing impact.
- Monitoring success

Participation and contacts

Joining the programme

Contact the Academy and quote course code 000141 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

The published programme does not specify any prerequisites. Contact us before enrolling to confirm how to prepare.

Discuss your training needs

mail@tecedu.org
www.tecedu.academy

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