

Problem Solving

Creative Problem Solving gives participants the critical skills needed by every supervisor to be effective at meeting the daily challenges of the workplace. This training introduces a problem solving process to help individual participants approach problems systematically, thoroughly and creatively. The training helps give participants the confidence and tools needed to effectively define a problem, process data, identify solutions and plan implementation of solutions. The training addresses solving problems in groups. It shows participants how to “transfer ownership” of a problem to others to enlist their support. Participants then learn how to lead others through the problem solving process assuring the most complete analysis and the highest level of participation.

What You Will Learn

- Understand the benefit of following a specific process for solving problems
- Construct a problem definition
- Examine the data surrounding a problem
- Derive possible problem solutions through creative techniques
- Demonstrate evaluation methods of selecting a solution
- Construct a solution implementation plan
- Lead a group of people through the above process
- Demonstrate methods for gaining group consensus

Who Should Attend

Managers, Supervisors, Group Leaders and Team Members