course : Creative Problem Solving and Decision Making

City :	London	**Hotel :**	The Ritz London
Start Date :	2025-12-08	**End Date :**	2025-12-12
Period :	1 Week	**Price :**	5950 $

HighPoint Training and Management Consultancy
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Course Overview

In our daily lives, we constantly encounter problems that require decisions—many of which are made effortlessly and without a structured process. For example, when we feel hungry, we simply decide to eat. However, some challenges are far more complex, such as setting priorities, identifying the root cause of a failure, or determining the best course of action. These situations demand a rational and systematic approach. At times, decisions carry significant consequences for our personal lives, careers, or those around us. In other cases, problems may be so unusual that they stretch the limits of rational and critical thinking. This is where objective analysis becomes essential, and where creative problem-solving and decision-making prove to be invaluable tools.

This course introduces participants to the most effective approaches to creative problem-solving and decision-making. By exploring the mechanisms of thinking and applying practical methods and tools during interactive sessions, participants will build the confidence and skills needed to tackle challenges—ranging from straightforward situations to highly complex ones—both in the workplace and in everyday life.

Course Objectives

By the end of the course, participants will be able to:

- Enhance decision-making, critical thinking, and creative problem-solving skills
- Apply structured and rational approaches to complex challenges
- Use both traditional and innovative techniques to identify causes and generate solutions
- Master essential tools for effective decision-making
- Leverage creativity and lateral thinking as strategic business assets

Target Audience

- Managers and supervisors
- Team leaders and coordinators
- Project managers and planners
- Professionals involved in problem-solving and decision-making
- Individuals seeking to enhance critical and creative thinking skills

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Methodology

The course uses interactive techniques, such as brief presentations by the consultant and the participants, role plays (rehearsed and impromptu), Video clips with detailed debriefs, and individual and group feedback.

Course Outline

Day 1: Problem-Solving and Decision-Making

- Definition of 'Problem': Understanding the concept and challenges of solving problems.
- Problem-Solving and Decision-Making: Defining problem-solving and decision-making.
- Creative Problem-Solving and Decision-Making: How to use creative problem-solving and decision-making.
- The Helicopter View: Broadening perspectives for a clearer problem analysis.
- Problem Diagnosis: Identifying the true problem and its root causes.
- The Link Between Causes and Symptoms: Distinguishing between root causes and symptoms of problems.
- Making the Right Decisions at the Right Time: Using decision-making techniques to make timely decisions.

Day 2: The Rational Approach to Problem-Solving (Kepner & Tregoe)

- Defining the Problem: Writing a precise problem statement.
- Techniques for Recognizing Problems: How to apply problem-solving techniques in decision-making effectively.
- Six Important Questions: Clarifying the problem using logical questions.
- Rational Approach: Applying Kepner & Tregoe methodology for analyzing and solving problems.

Day 3: Problem Analysis Supplementary Tools

- Root Cause Analysis: Using root cause analysis to dig deeper into problems.
- Creative Problem-Solving and Decision-Making: Employing creative thinking to tackle challenges.
- The Five-Why Process: Using the Five-Why method to uncover the root cause of a problem.
- Cause and Effect Diagram: Understanding and drawing the cause and effect diagram to solve issues.
- Pareto Analysis: Using Pareto analysis to identify the critical few causes behind a problem.

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Day 4: Decision-Making Supplementary Tools

- Effective Decision-Making: Learning key techniques for effective decision-making.
- Why-Why and How-How Analysis: Using Why-Why and How-How analysis to understand decision-making processes.
- Choice Making: Mastering the decision-making process to make better choices.
- Decision Analysis Worksheet: Applying a decision analysis worksheet to compare alternatives.
- Using the Matrix: Learning how to apply a decision matrix for evaluating options.
- Reaching Consensus: Understanding consensus in decision-making.

Day 5: Creativity and Problem-Solving

- The Need for Thinking Skills: Why enhancing thinking skills is essential for problem-solving.
- Stages in Problem-Solving and Decision-Making: Understanding the stages of critical thinking in decision-making.
- The Human Brain: Exploring the mental structures that impact problem-solving and decision-making.
- Understanding the Two Hemispheres of the Brain: How both sides of the brain contribute to creative problem-solving.
- Critical Thinking: How to improve critical thinking and apply it to problem-solving.
- Lateral Thinking: Applying lateral thinking techniques to think outside the box.
- Mental Blocks to Creative Thinking: Identifying and overcoming mental blocks that hinder creative solutions.
- Brainstorming: How to use brainstorming to generate innovative ideas.
- The Six Thinking Hats: Using the Six Thinking Hats technique to encourage different perspectives and creative solutions.

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