

Creative Problem Solving and Decision Making

Duration: 16 Hours

Target Audience:

Employees Working across all levels

1. Introduction to Creative Problem Solving and Decision Making

- Defining creative problem solving and its importance.
- Exploring the link between decision making and problem solving.
- Recognizing the need for creativity in today's complex business environment.

2. Problem Identification and Definition

- Identifying and framing problems effectively.
- Distinguishing between symptoms and root causes.
- Using problem statements to clarify issues.

3. Understanding Decision-Making Models

- Exploring different decision-making models (e.g., rational, intuitive, collaborative).
- Recognizing biases and cognitive traps in decision making.
- Selecting the appropriate model based on the situation.

4. Brainstorming and Idea Generation

- Techniques for generating creative ideas (e.g., brainstorming, mind mapping).
- Encouraging a culture of idea sharing and innovation.
- Overcoming common obstacles to brainstorming.

5. Critical Thinking Skills

- Developing critical thinking skills for evaluating alternatives.
- Analyzing information objectively.
- Recognizing logical fallacies and flawed reasoning.

6. Decision-Making Tools and Frameworks

- Introduction to decision-making tools such as decision matrices, decision trees, and SWOT analysis.
- Applying decision-making frameworks to real-world scenarios.
- Balancing quantitative and qualitative factors in decision making.

7. Risk Analysis and Mitigation

- Assessing risks associated with different decisions.
- Developing strategies to mitigate and manage risks.
- Making informed decisions in uncertain situations.

8. Group Decision Making

- Strategies for effective group decision making.
- Overcoming common challenges in group discussions.
- Techniques for reaching consensus and resolving conflicts.

9. Creativity and Innovation

- Fostering a creative mindset and culture within the organization.
- Techniques for encouraging innovative thinking and problem solving.

- Case studies of innovative companies and their approaches.

10. Implementation and Action Planning

- Developing action plans to execute decisions effectively.
- Monitoring progress and making necessary adjustments.
- Learning from successes and failures to improve decision-making processes.

11. Ethical Decision Making

- The role of ethics and values in decision making.
- Identifying ethical dilemmas and making morally sound decisions.
- Balancing ethical considerations with business objectives.

12. Continuous Improvement

- Implementing feedback loops and post-decision analysis.
- Strategies for learning from past decisions and refining future ones.
- Encouraging a culture of continuous improvement in decision making.

13. Case Studies and Practical Exercises

- Analyzing real-life case studies of successful and unsuccessful decision-making processes.
- Engaging in hands-on exercises to apply problem-solving and decision-making techniques.

14. Role-Playing and Simulations

- Simulating decision-making scenarios to practice skills.
- Role-playing exercises to develop effective communication and negotiation skills.

15. Action Planning and Personal Development

- Creating individual action plans for participants to apply what they've learned.
- Setting personal goals for improving problem-solving and decision-making skills.