

Creative Problem Solving and Decision Making

運用創造力解決問題和制定決策

MEDIUM : English / Cantonese COURSE CODE : CPSDM

We are continuously confronted with problems that require us to make appropriate decisions. Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? Some problems are more complex, like deciding how to prioritize our work, or understanding why a process failed and deciding what to do about it; these require a rational and creative approach to problem solving.

The power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. **In this workshop, we will cover the important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practise during the sessions that can help you at work or in life.**

After attending this program, participants will be able to :

1. Increase awareness of problem solving steps and problem solving tools.
2. Distinguish root causes from symptoms to identify the right solution for the right problem.
3. Apply logical and creative approaches to solving problems and making decisions
4. Improve problem solving and decision making skills by identifying individual problem solving styles.
5. Think creatively and work towards creative solutions.
6. Recognize the top ten rules of good decision-making.

Methodology The course uses a mix of *interactive techniques, presentation by consultant and participants, group discussion and reflection, practice and case study.*

Target Audience Managers, supervisors and administrators who will benefit from better problem solving and decision making skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and decisions.

Course Outline

1. What is Problem Solving?

- What problem solving and decision making means
- Different types of decisions, the difference between facts and information and common decision making traps.

2. Problem Solving Styles

- Four (4) types of problem solvers with identification of their strengths and weaknesses, and how to use that knowledge to become better problem solvers.

3. Six (6) steps in Problem Solving Cycle

- Six (6) steps that can apply to most problems with application to the business situations.

4. The Problem Solving Toolkit

- Problem solving tools with a *case study* in a *large group discussion*.

5. Thinking Outside the Box

- *Discuss* ways to encourage creative thinking, including brainstorming and the random word method.

6. Decision Making Case Study

- *Work* on problems in *small groups* to solve the real business cases