Finding creative solutions to problems

Duration:
Two days

Objective

Most problems at work are complicated. 'One right answer' problems are rare and the most common are 'wicked problems' and 'vicious problems' where cause and effect can harmoniously damage productivity, relationships and the business as a whole. Useful approaches to problem solving include understanding how to work with other people as well as the ability to see the 'problem' in as broad a capacity as possible.

This 2 day programme focuses on the fundamental distinction between those problems which happen to us -'presented problems' and those problems that we create 'constructed problems' . Both demand different approaches and in this intensive and demanding two-day programme, we investigate them using highly interactive, structured (and very enjoyable!) practical exercises and role-play scenarios.

Contents

Defining what constitutes 'A Problem'

A framework for problem prevention and solution 'A Troubleshooting Guide'

- The pro-active approach 'Preventing Charging Rhino'

The two stages of thinking 'Constructed and Ill-Constructed' problems

The Team approach to problem solving identifying stakeholders

Methods to stimulate good, active thinking within the team

Decision analysis

Solving the presented problem defining the problem and analysing cause & effect

Designing and evaluating solutions

Solving constructed problems: Good orientation and idea generation

Determining the best way forward

Who should attend

Managers and others in positions of responsibility within organisations whose success at work will be enhanced by the ability to solve problems through adopting creative and practical approaches.

Course benefits

By the end of this programme, delegates will: -

Be able to think about problems in different ways

Use a range of techniques to analyse and solve problems at work

Find solutions which embrace wider organisational needs

Generate better practical solutions

Additional information

Delegates will be asked to present actions and methods that they will take as a result of attending the course which they can take back into the workplace to help embed the learning. The trainer will be available to discuss how effective these solutions were after the event and offer advice where needed.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Adelaide House
Hawthorn Business Park
1 Falcon Road
Belfast, BT12 6SJ

T: 028 9043 9624
F: 028 9023 0410
E: enquiries@cosensa.co.uk
w: www.cosensa.co.uk

Trainers background

The trainer for this course has extensive experience in design and delivery of Management and Supervisory development training programmes. They have been successfully delivering training to both public and private sector organisations for over ten years and previously held a number of senior management positions in industry.