

Creative Thinking and Problem Solving

Do you ever feel stuck facing the same problems with the same old answers?

What if one fresh idea could turn your biggest challenge into your biggest breakthrough?

Are you ready to rewire your thinking and see opportunities where others only see obstacles?

Introduction

Creative problem-solving is the mental process of searching for an original and previously unknown solution to a problem. This course deals directly with your ability for creativity which is a critical skill in any field. It focuses on divergent thinking, the ability to develop multiple ideas and concepts to solve problems. Through a series of creativity building exercises, short lectures, and readings, learners develop both an understanding of creativity and increase their own ability.

This course will help you understand the role of creativity and innovation in your own work and in other disciplines. It will challenge you to move outside of your existing comfort zone and to recognize the value of that exploration. This course will help you understand the importance of diverse ideas, and to convey that understanding to others. The principal learning activity in the course is a series of "differences" where you are challenged to identify and change your own cultural, habitual, and normal patterns of behaviour. Beginning with a prompt, e.g. "eat something different", you will begin to recognize your own = limits and to overcome them. In addition, you are encouraged to understand that creativity is based on societal norms and that by its nature, it will differ from and be discouraged by society. In this course, the persistence of the creative person is developed through practice. At the same time, these exercises are constrained by concerns of safety, legality, and economics, which are addressed in their creative process.

Program Objectives

This program aims to:

- Provide skills and knowledge on creative thinking and problem solving
- Provide methodology of creative thinking
- Help participants to solve problem in a creative way

Learning Outcome

After completing this program, the participants should be able to:

- Recognise problems and understand the creative problem-solving process
- Identify types of information to investigate and key questions to ask
- Write solid problem statements that clearly underlines the problem

- Successfully utilise idea generating tools, such as brainstorming, brainwriting, mind mapping and six thinking hats
- Developing a criterion to assess the solution to meet the needs and wants while considering the cost and benefits associated with each solution
- Perform final analysis or paired comparison analysis in selecting the optimal solution
- Identifying tasks and resources necessary to implement and monitor the progress of the solution
- Conduct post solution implementation checks to celebrate successes and identify improvement

Who Should Attend

Managers, Assistant Managers, Engineers, Administrative Staff, Office Staff, Secretary, Sales Professionals, Human Resource Personal, Sales Executives, Anyone keen to improve on their Creative Problem-Solving Skills

Methodology

Interactive lecture, videos, presentation, discussion, case study, case simulation, Socratic questioning, flipped classroom, brain-storming, worksheet, problem solving, inductive method, team exercise, peer to peer, action learning, coaching and mentoring

Program Outline

Day One	
Time	Program
9:00am - 10:30am	Is It Only one way to solve a problem? Creativity is a skill that can be developed. It requires extensive work by learners, but the lessons, while not conveying traditional content, will change you in ways you do not foresee, but ways which are valuable. The course is a hybrid; it will involve reading, writing, discussions, as well as specific exercises designed to increase and improve your creative skills. You will do work online as well as in the real world; it is designed to be fun and to change your ability for creativity.
10:30am - 11:00am	Tea Break
10:30pm - 1:00pm	Understanding how the Human Mind Works In this module, the participant would learn how thinking and reasoning processes operate, barriers to sound reasoning and how to control and evaluate your thought processes.
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	Understanding the Problem: Before Applying Creative Thinking

	Before identifying the secret of problem-solving, it is essential to understand the analysis techniques of a problem. In this module, the participants would learn to conduct critical examination, work-study techniques, root cause analysis and observation, quantifying the causes and effects, arriving at an agreed definition of the problem, distinctions and similarities, setting priorities based on the deviation from what is desired and representing the results of analysis in graphical and written form.
3:30pm - 4:00pm	Tea Break
4:00pm - 5:00pm	Identifying the Solution in a Creative Way In this module, participants would start to agree and work within a framework of objectives. Then, the participant would learn how to set the scope of the required solution. In this stage, the participant would use both logical and creative thinking approaches to identifying solutions
Day Two	
Time	Program
9:00am - 10:30am	Divergent and Convergent Thinking In this unit, we'll look at some of the ways we can describe creativity and examine the concepts of divergent and convergent thinking. We'll look at generating more ideas, how to critique and make improvements, and continue to practice our development of ideas. Practice and exploration continue as these are the means we will continue to improve our own creativity.
10:30am - 11:00am	Tea Break
10:30pm - 1:00pm	Creativity, Motivation and Observation Sometimes, we need external methods to help us touch all the bases in our creative capability. Here, we'll look at a couple of good methods for helping us generate new ideas. There is a wide range of creativity exercises available; these are but a few. Finding and practising the development of ideas is an important aspect of becoming more creative.
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	Creativity and Observation A lot of the time, creativity can be spurred by something in the environment, triggering connections with new ideas. We react to things we have seen and our experiences; that is from where we build our new ideas. While much of this course has focused on ways to improve your own creativity, the larger goal of the course is for you to continue to develop your own creativity, in your own way and in your own life. This module continues the development of creativity and

	gives you the chance to begin planning your continued development.
3:30pm - 4:00pm	Tea Break
4:00pm - 5:00pm	Applying Behavioural Insights in Creative Thinking and Problem Solving In this module, the participants would learn how to apply nudges and irrational human behaviour to apply creativity and innovation for problem-solving. The application of choice architecture, decision making under certainty, decision making during risk, intertemporal decision making are shared with the participants.