

Soft-Train



*At Soft-Train
Technology Works*

Problem Solving (2 Days)

COURSE GOAL: To enable the student to recognize and define problems, analyze relevant information, and encourage alternative solutions.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Identify the problem clearly
- Define the problem
- Develop a plan to defeat the problem
- Implement the plan
- Determine a flexible way to solve the problem.

KEY TOPICS:

- I. Innovate or Evaporate**
 - A. Creativity and Innovation
 - B. The Innovation Equation
 - C. Creativity, Innovation and Competitiveness

- II. The Creative Problem Solving Process**
 - A. Creative Problem Solving
 - B. Two Kinds of Thinking
 - C. Incorporating Creativity Into Problem Solving
 - D. 101 CPS Techniques

- III. Creative Techniques for Analyzing the Environment, Recognizing & Identifying Problems, and Making Assumptions**
 - A. Techniques for Analyzing the Environment
 - B. Techniques for Recognizing Problems
 - C. Techniques for Identifying Problems
 - D. Techniques for Making Assumptions
 - E. Analyzing the Environment, Recognizing and Identifying the Problem and Making Assumptions

- IV. Individual Techniques for Generating Alternatives**
 - A. Individual Process for Generating Creative Alternatives
 - B. Creativity and Innovation Are Not Easy
 - C. Two Final Notes

- D. A Quick Guide to My Favorite Techniques for Generating Alternatives

V. Group Techniques for Generating Alternatives

- A. Advantages and Disadvantages of Group Decision Making
- B. Using Creativity Techniques with Small Groups
- C. Group Processes For Generating Creative Alternatives
- D. Japanese Creativity Techniques
- E. Maximizing the Use of Group Techniques

VI. Creative Techniques for Choosing Among the Alternatives, Implementation, and Control

- A. Choosing Among Alternatives
- B. Implementing Your Choices
- C. Additional Advice on Selling Your Ideas and Innovations

VII. Using the Techniques

- A. Using Your Intuition