

**Soft-Train**



*At Soft-Train  
Technology Works*

# Problem Solving (2 Days) ST00041

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

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to use the tools of Creative Problem Solving to:

- Identify and define problems clearly
- Understand the existing challenges to solving the problem
- Generate ideas for possible solutions
- Implement a plan of action
- Build acceptance for the solution

**KEY TOPICS:**

**I. Creative Approaches to Problem Solving**

- A. What is Creativity?
- B. What is Problem Solving?
- C. A Framework for Change
- D. Putting it to Work

**II. Creative Problem Solving**

- A. What is Creative Problem Solving?
- B. The Origins & History of CPS
- C. The CPS Framework
- D. The Heartbeat of CPS
- E. The Tools of CPS
- F. Why CPS Works

**III. Understanding the Challenge**

- A. Understanding the Challenge in a Nutshell
- B. What is the Constructing Opportunities Stage?
- C. What is the Exploring Stage?
- D. What is the Framing Problems Stage?
- E. The Rest of the Story

**IV. Generating Ideas**

- A. The Generating Ideas Component & Stage
- B. Generating Tools
- C. Choosing Appropriate Tools
- D. Focusing in Generating Ideas

**V. Preparing for Action**

- A. Preparing for Action in a Nutshell

- B. What is the Developing Solutions Stage
  - C. What is the Building Acceptance Stage?
  - D. The Rest of the Story
- VI. Planning Your Approach to CPS**
- A. Planning Your Approach in a Nutshell
  - B. What is the Appraising Stage?
  - C. What is the Designing Stage?
  - D. The Rest of the Story
- VII. People as Creative Problem Solvers**
- A. Ownership
  - B. Diversity
  - C. Task Expertise
  - D. Using Information About People When Appraising Tasks
- VIII. The Context for CPS**
- A. An Environment Conducive to Creativity
  - B. Are You Ready for Change
  - C. Are You Willing to Manage Change?
  - D. Are You Able to Move Forward
  - E. Using Information About Context When Appraising Tasks
- IX. The Role of Content**
- A. What is Content?
  - B. Novelty, Size, and Leverage
  - C. Using Your Understanding About Content
  - D. The Rest of the Story
- X. CPS as a Change Method**
- A. What is a Change Method?
  - B. CPS as a Change Method
  - C. Your Options From Exploring Method
  - D. The Rest of the Story
  - E. Putting it to Work
- XI. Designing Your Way Through CPS**
- A. Linking Needs to Process
  - B. What is Designing Process?
  - C. Suggestions for Designing Process
  - D. The Rest of the Story
- XII. Applying CPS**
- A. Lost Prizes
  - B. Creating Computer Software
  - C. Developing New Products
  - D. Preparing to Apply CPS
  - E. Suggestions for Getting Started