OUTLINE
Creative Problem Solving

Lesson One
Getting Started
- Icebreaker
- Housekeeping Items
- Workshop Objectives

Lesson Two
The Problem Solving Method
- What is a Problem?
- What’s Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Lesson Three
Information Gathering
- Understanding Types of Info
- Identifying Key Questions
- Methods of Gathering Information

Lesson Four
Problem Definition
- Defining the Problem
- Determining Where the Problem Originated
- Defining the Current State and the Desired State
- Stating and Restating the Problem
- Analysing the Problem
- Writing the Problem Statement
Lesson Five

Preparing for Brainstorming

- Identifying Mental Blocks
- Eliminating Emotional Blocks
- Stimulating Creativity

Lesson Six

Generating Solutions (I)

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

Lesson Seven

Generating Solutions (II)

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Lesson Eight

Analysing Solutions

- Developing Criteria
- Analysing Wants and Needs
- Using Cost/Benefit Analysis

Lesson Nine

Selecting a Solution

- Doing a Last Analysis
- Paired Comparison Analysis
- Analysing Potential Problems
Lesson Ten

Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Assessing, and Adapting

Lesson Eleven

Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

Lesson Twelve

Wrapping Up

- Words from the Wise
- Lessons Learned
- Completion Of Action Plans and Tests