

Planning and Problem Solving

Creative Problem Solving

Course Objectives

- Understand the barriers to becoming a creative thinker
- Set goals and create and implement a plan
- Use various problem solving methods including 6 thinking hats, mind maps, affinity diagrams and Ishikawa diagrams
- Make more informed and effective decisions

Customisation

StressLess Learning works in partnership with clients to customise and refine all course content and duration to suit both organisational goals and individual learners requirements.

All course outlines are therefore to be used as a guide only.

Duration

Flexible

Target Audience

Anyone who has to plan and make decisions either by themselves or within a group setting.

Course Outline

Creative thinking barriers

- Protecting our original ideas
- Emotional barriers
- Perceptions

Goal setting

- Why set goals
- How to set goals
- Achieving goals

Planning

- Understanding priorities
- Importance v urgency
- Simple priority matrix
- Stephen Coveys priorities
- A list for life

Task list and planning

- Task lists and planning
- Why task lists don't work

Problem solving

- Problem solving questionnaire

6 thinking hats

- The 6 thinking hats
- Pros and cons of the 6 thinking hats method
- A working example

Ishikawa diagrams

- History of Ishikawa diagrams
- Creating Ishikawa diagrams
- Pros and cons of the Ishikawa diagrams
- A working example

Mind maps

- What is a mind map
- Creating a mind map
- Pros and cons of the mind maps
- A working example

Affinity diagrams

- What is an affinity diagram
- Creating an affinity diagram
- How to use an affinity diagram
- Pros and cons of the affinity diagrams
- A working example

Making decisions

- Voting
- Leadership
- Consensus

Problem solving exercises