

Personal Effectiveness	
Session Code	PE04
Session Title	Problem Solving & Creative Thinking
Topics Covered	Practical techniques for generating, relevant, creative ideas that solve workplace problems
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Employees at all levels

<p>Content</p> <ul style="list-style-type: none"> ▪ What's the problem? ▪ Blockers to creativity ▪ Stages of problem solving ▪ Tools for analysing the problem <ul style="list-style-type: none"> ○ 5 Whys ○ Fishbone ○ Root Cause Questioning ○ De Bono ▪ Resolving the problem ▪ Resolution and decision making ▪ Implementing solutions 	<p>Benefits</p> <ul style="list-style-type: none"> ▪ Develop a range of practical approaches to problem solving ▪ Identify creative thinking blockers ▪ Qualify and prioritise options using ▪ Your preferences when problem solving ▪ Learn and practice strategies for generating ideas/solutions
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