



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Creative Problem Solving

Learning Outcomes

This course will enable you to:

- Understand the complete process of creatively solving a problem.
- Learn some key questions to ask when gathering information about a problem
- Take home tools to effectively determine what 'the problem is'
- Learn to write concrete problem statements
- Discover idea-generating tools like affinity diagrams, word chaining, the box method, the six thinking hats & the blink method
- Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- Learn to perform a final problem analysis and then select a solution
- Understand the why's & how's of refining & re-refining a solution shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality

Course Outline

The Problem-Solving Method

- Introduction to Six-Step Process
- Problem Definition
- Information Gathering
- Generating Possible Solutions
- Analysing the Solutions
- Selecting the Best Solution(s)
- Planning the Next Course of Action

Problem Definition

- Identifying the Problem
- PAG vs. PAU
- Determining the Scope
- Writing the Problem Statement

Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Developing Criteria

Brainstorming Basics

- Creating a Creative Space
- Setting the Ground Rules
- Generating Ideas

Generating Solutions - Part One

- Logistical Solutions
- Using Affinity Diagrams
- Word Chaining

Generating Solutions - Part Two

- Using the Box Method
- Using the Six Thinking Hats
- Using the Blink Method

Evaluating Solutions

- Developing Criteria
- Using Cost/Benefit Analysis
- Group Voting

Selecting a Solution

- Doing a Final Analysis
- Facts vs. Intuition
- Refining and Re-Refining the Shortlist

Planning your Next Steps

- Identifying Tasks
- Identifying Resources
- Evaluating and Adapting

Recording Lessons Learned

- Planning the Follow-up Meetings
- Celebrating Successes
- Identifying Improvements