

## **SYNERGIZED PROBLEM SOLVING USING ANALYTICAL & CREATIVE THINKING – SWING TO SOLUTION CONSCIOUSNESS**

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### **BENEFITS**

Upon completion of this program, participants will be able to:

- Shift paradigm from problem conscious to “Solution Conscious”
- Structure facts rigidly and thinking with maximum clarity to identify core issues
- Define the boundaries of the problem and breaking it down into its component elements to facilitate the initial hypothesis process
- Use various powerful tools to analyze the root cause of the problem
- Determine the analyses that must be done to prove the hypothesis
- Use of issue tree and other techniques to frame the problem in order to facilitate problem structuring
- Use various idea generation tools to generate solutions
- Learn how to use idea collection process to facilitate solutions

### **KEY CONTENT**

#### **MODULE 1 - SHIFTING MENTAL MODELS – FROM PROBLEM CONSCIOUS TO SOLUTION CONSCIOUSNESS INTRODUCTION**

- Provoking the old mental model which is a roadblock in solving problem

- Learning and internalizing the proven method in becoming solution conscious
- Identifying and breaking the personal styles, which inhibit the paradigm shift towards solution consciousness

#### **MODULE 2 - THE PROCESS IN PROBLEM SOLVING**

- Identifying if a problem exists
- What seems to be the real problem?
- Troubleshooting – using state of the art tools to analyze the root cause
- Using various idea generating tools assist in the developing solutions

#### **MODULE 3 - ROOT CAUSE ANALYSIS – USING ANALYTICAL THINKING**

- Uncovering the potential root causes of the problem
- Developing hypothesis for the likely root causes
- Techniques in testing the hypothesis using analytical thinking
- Using parallel thinking in identifying and analyzing the root cause

#### **MODULE 4 - SYNERGIZING INTER-DEPARTMENT TO SOLVE PROBLEMS**

- Understanding each departments roles and responsibility
- Clarifying each other's current issues and their expectations being solution conscious in resolving disputes
- Developing hypothesis and counter-testing the hypothesis
- Managing different personalities in a problem solving discussion

#### **MODULE 5 - IDEA COLLECTION PROCESS – USING CREATIVE THINKING & INTERGALACTIC THINKING**

- Using various techniques in collecting and organizing ideas within normal thinking patterns
- Learn how to use a random stimulus to spark the generation of creative ideas or thinking process
- Using focus method to ensure that we are directing our thinking towards the needed result
- Learn how to challenge the status quo in order to determine if better options exist
- Using pattern breaking tools to produce, out-of-the-box ideas

### **AUDIENCE**

This program is designed for Managers, Head of Department, Supervisors, Executives, Team Leaders, Staffs, others professionals and anyone who want to enhance their ability to solve problems and think creatively on the solutions, who is currently working in an environment which requires normal to advance stages of problem solving and managers, supervisors, and staff responsible for the development of new ideas and systems; and those involved in problem solving.

### **METHODOLOGY**

This program is essentially participative and practical, emphasizing learning through experience, both from structured activities on the program e.g. Role-plays, group work, video screening, case studies and discussion from individual experience

