



Problem Solving and Decision Making (3 DAYS)

Aim: Learn to make your decisions more effective.

Introduction:

In today's ever widening web of administration complexities it is vital to possess excellent decision making skills to perform as a manager

Workshop Aims:

The main Objectives for candidates of this training program can be set out as follows:

- **Understands the main concepts for planning and organizing.**
- **Understand how the creative thinking process works**
- **Make effective use of a wide range of creative thinking techniques when attempting to solve difficult problems and make vital decisions**
- **Conduct creative problem solving and decision making session**
- **Stimulate and encourage your own staff to make use of their hitherto hidden creative talents**
- **Manage the evolution of ideas from invention to innovation**

Workshop Content

Module 1 Introduction to creative problem solving and decision- making:

- Introducing the programmer
- What actually do we mean by creative problem solving?
- Vertical and creative thinking contrasted
- The 'rational' problem solving process
- The creative funnel approach
- Theories of creativity

Module 2 The problem solving and decision making process :-

- Problem definition
- Finding the root cause
- Situational analysis
- Tracking performance problems
- Generating alternatives
- Problem solving using the loop system

Module 3 Theories of creativity: -

- Serendipity
- Personality
- Place
- Process

Module 4 How the mind works : -

- Left and Right Brain characteristics
- Effects of the traditional education system
- Adaptors and Innovators

Module 5 Barriers to Creativity : -

- Paradigm paralysis
- Scientific management
- Fear of being ridiculed
- Fear of losing ownership of an idea
- Imposing unnecessary constraints
- Being over-serious
- Transactional analysis
- Believing that all creative ideas come from 'experts'
- Believing that creativity diminishes with age
- Making instant judgments

Module 6 Techniques that you can practice on your own : -

- Attribute listing
- Forced relationships
- Morphological analysis
- Brain-writing
- Bionics
- Word diamonds
- Clichés, proverbs and maxims
- Mind mapping
- Delphi technique

Module 7 Techniques that you can practice in a group : -

- Quality Circles
- Fishbone diagrams
- Brainstorming

Module 8 Evaluating and choosing solutions : -

- Personal judgment
- Paired comparison analysis
- Systematic Decision making
- Help and Hinder analysis
- Bullet proofing
- Force-field analysis

Module 9 Turning invention into innovation : -

- The difference between invention and innovation
- The six roles needed to turn invention into innovation

How You Will Benefit

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

Designed for

<input checked="" type="checkbox"/> SENIOR MANAGERS	<input checked="" type="checkbox"/> MIDDLE MANAGERS	<input checked="" type="checkbox"/> MANAGERS / SUPERVISORS
<input checked="" type="checkbox"/> TECHNICAL / STAFF		 A Partner Of  DUBAI KNOWLEDGE VILLAGE

All courses from AVTC Training Portfolio may be adapted to your needs and delivered to your offices!

Benefits:

- Ideal for groups of 10 or more
- Reduces training expenses by more than half
- Customized — tangible and concrete approach to problem solving for business results.
- Stimulates synergies among groups for developing best practices to generate results and cultural changes.
- Encourages open discussions: Issues are raised openly and solutions are uncovered for business results.