

## Creative Problem Solving and Decision Making

### Why Attend

We are continuously confronted with problems that require us to take decisions. Most decisions are reached without requiring any complex decision making process: We're hungry? We decide to eat. Some problems are more complex, like deciding how to prioritize our work, or understanding why a process failed and deciding what to do about it; these require a rational approach to problem solving. Often, things get even more complicated, or our decisions could have an important impact on our lives, careers or the lives of those around us; that is where we must have the ability to think critically and make sure there is no flaw in our logic. At other times the problem is so unusual that it defies rational and critical thinking; these are the times where creative problem solving becomes an invaluable tool.

In this course we will cover all these important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practice during the sessions and that can help you at work or in life, and from the most mundane situations to the most difficult or unusual ones.

### Course Methodology

The course uses a mix of interactive techniques, such as brief presentations by the consultant and the participants, role plays (rehearsed and impromptu), playback of videotaped performances and individual and group feedback

### Course Objectives

By the end of the course, participants will be able to:

- Build and expand decision making, critical thinking and creative problem solving skills
- Apply logical and creative approaches to solving problems and making decisions
- Use traditional and creative tools for identifying causes and generating solutions
- Employ creativity and lateral thinking as business tools
- Analyze and solve actual problems facing them at work
- Gain confidence in asking the 'right questions' and overcoming the stress of making complex decisions
- Demonstrate and build credibility with upper management
- Develop strategic approaches to problem solving and decision making

### Target Audience

Managers, supervisors and administrators who will benefit from better problem solving and decision making skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and decisions

### Target Competencies

- Attention to details
- Balanced decision making and conceptual thinking
- Creativity
- Evaluating options

- Intuitive decision making and long range planning
- Active listening
- Practical and proactive thinking
- Situation analysis
- Problem solving ability and anticipating potential problems

### Location & Date

12 Nov - 16 Nov, 2017  
Dubai, Arabic  
Sofitel Downtown Dubai

17 Dec - 21 Dec, 2017  
Dubai, English  
Taj Dubai

28 Jan - 1 Feb, 2018  
Dubai, English

11 Mar - 15 Mar, 2018  
Dubai, Arabic

29 Apr - 3 May, 2018  
Riyadh, English

16 Sep - 20 Sep, 2018  
Dubai, English

11 Nov - 15 Nov, 2018  
Dubai, Arabic

*Meirc reserves the right to alter dates, content, venue and trainer.*

### Fees: US\$

Per participant

**US\$ 4,600**

*(including coffee breaks and a buffet lunch daily)*



For companies that want to maximize the return on their investment in training: **Register 3 participants** on the same course and dates and pay only for 2.

### Course Outline

- **Problem solving and decision making**
  - Definitions and tools: an overview
  - The link between problem solving and decision making
  - The principle of organizing our thinking about problems
  - Identifying our own mind traps

- Brain analysis and ways of learning
- Right brain, left brain thinking
- Assessing your thinking style and how it influences the way you approach problem solving
- Learning how to shift from right brain to left brain and increasing your ability to balance both sides of the brain
- Right decisions at the right times
- **The rational approach to problem solving (Kepner-Tregoe)**
  - Techniques of recognizing problems
  - Information analysis
  - Difference between causes and symptoms
  - The helicopter approach
  - Problem analysis
  - Decision analysis
  - Potential problem analysis
- **Problem analysis supplementary tools**
  - Root cause analysis
  - The importance of the 'why' question
  - Ishikawa fishbone concept
  - Assumptions in the workplace
  - Pareto analysis
  - The agile critical thinking framework
  - The RED model and business situation applications
- **Decision making supplementary tools**
  - Being decisive and principles of decision making
  - The How-How method
  - Decision analysis weighted worksheet
  - Consensus decision making
  - The decision making process
- **Creativity and Problem solving**
  - Assessment of creativity and ways to think creatively
  - Lateral thinking tips
  - Creativity and its use as a business tool
  - Barriers to creativity and ways to overcome them
  - The hemispheres of the brain
  - Brainstorming tips and tools
  - Six thinking hats
  - Implementing an action plan
- **Applications of techniques**
  - People problems and solutions
  - Analysis and solution of real life problems presented by participants
  - Action plan to apply problem solving and decision

making skills when returning to the workplace