

Problem solving and decision making involve a range of skills. You may never have received formal training in these areas – yet both are critical to your success. Indeed, you may be so actively involved in day-to-day decision making that you never stop to look at, and think about, the whole process. This workshop is a real opportunity for participants to learn and to practise the kind of thinking skills that will add both consistency and depth to problem solving abilities. It's designed to be both fun and informative, introducing sound ideas that will make a genuine difference in day-to-day practice.

Your Workshop Leader: Roy Breustedt

LEARNING OUTCOMES

By the end of the workshop, participants should be better able to:

- use a systematic approach to decision making
- manage a creative problem solving process
- encourage group participation in problem solving and decision making activities

KEY TOPICS

- Rational decision making and step-by-step approaches
- Understanding how creativity works
- Overcoming blocks to problem solving
- Combining forces – group decision making

WHO SHOULD ATTEND

Participation is invited from anyone wishing to learn fresh approaches and techniques for achieving workable solutions based on sound decisions.

Delegate Quotes:

Roy was very enthusiastic about the subject and showed good energy throughout the day. A wide range of techniques ensured a varied way to solve problems. I will definitely use these techniques in the future. Very useful workshop content – lots I can use and work with and work from...

Outline Programme

Introduction

Mutual introductions, purpose of the workshop, and warming up your thinking skills

- Combining left and right brain thinking skills
 - order and imagination
- Adding team approaches to problem solving
- Adding self discipline to consciously practise these skills until they become second nature
- What results do you want?

Rational Methods

- How to identify and understand the problem or challenge well before trying to solve it...
- Do you set exciting, ambitious or achievable goals? How?
- How can you provoke new thinking and generate more ideas?
- How do you choose the best course of action and plan your course of action?
- How can you make your plan work?
- How do you maximise the impact of your solution?

Original Thinking

- Seeing the big picture, having a future focus
- A 4-step creative process
- Four kinds of blocks to creativity and how to overcome them

Team Problem Solving

Throughout the workshop we will be using methods which encourage a participative approach. These can be transferred to your work situation to enhance group decision making.

What next?: practical hints for problem solvers, and how this workshop could be used in the workplace. Action planning and follow through.

Evaluation and Close of Workshop



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP UK – SCOTLAND • tel: 0131 (+44) 667 4587

website: www.communicate-consultants.com • e-mail: info@communicate-consultants.com