

CREATIVE PROBLEM SOLVING



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TRAINING CENTER



Introduction

Organizations face constant challenges that demand fresh thinking and practical solutions. Professionals who approach problems creatively deliver better outcomes and drive innovation within their teams. This Creative Problem Solving Training Course equips participants with structured techniques to analyze challenges, generate original ideas, and implement effective solutions. Gentex Training Center designed this program for managers, team leaders, and professionals across industries who want to strengthen their analytical and creative thinking abilities. Participants explore brainstorming methods, root-cause analysis, and decision-making frameworks used to tackle complex workplace issues. Furthermore, the course builds confidence in applying creative techniques under pressure, helping teams overcome obstacles and turn challenges into opportunities for growth.

Creative Problem Solving Course Objectives

- Apply the design thinking framework to workplace challenges
- Use root-cause analysis tools, including the 5 Whys technique
- Generate original ideas through structured brainstorming methods
- Apply SCAMPER technique for creative idea generation
- Use mind mapping to visualize problems and solutions
- Evaluate solutions using decision matrices and criteria weighting
- Apply lateral thinking techniques to overcome mental blocks
- Structure problem statements using the "How Might We" method
- Test and refine solutions through rapid prototyping approaches
- Apply group facilitation techniques for collaborative problem solving

Course Methodology

- Interactive workshops using real workplace case studies



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- Group brainstorming sessions with structured facilitation
- Hands-on exercises applying design thinking tools
- Root-cause analysis practice using sample scenarios
- Decision-making simulations with practical criteria
- Peer feedback sessions on proposed solutions

Who Should Take This Course

- Team leaders and department managers
- Project managers handling complex challenges
- Innovation and product development professionals
- Operations and process improvement staff
- Customer service supervisors resolving recurring issues
- Professionals across industries seeking stronger analytical skills

Creative Problem Solving Course Outlines

Day 1: Foundations of Creative Problem Solving

- Define creative problem solving and its workplace value
- Explore the stages of the problem-solving cycle
- Identify common barriers to creative thinking
- Apply the "How Might We" method to frame problems
- Distinguish between symptoms and root causes
- Practice reframing problems for clearer analysis
- Review case studies of effective problem solving





Day 2: Root-Cause Analysis Techniques

- Apply the 5 Whys technique to identify root causes
- Use fishbone diagrams to map contributing factors
- Analyze data patterns to detect recurring issues
- Apply Pareto analysis to prioritize problem areas
- Practice root-cause analysis on real scenarios
- Distinguish correlation from causation in problem data
- Document findings using structured analysis templates

Day 3: Idea Generation and Brainstorming

- Apply structured brainstorming techniques for idea generation
- Use the SCAMPER technique to generate alternatives
- Apply mind mapping to visualize connections
- Practice divergent thinking exercises in groups
- Use lateral thinking methods to overcome mental blocks
- Facilitate group brainstorming sessions effectively
- Evaluate generated ideas for feasibility

Day 4: Evaluating and Selecting Solutions

- Apply decision matrices to compare potential solutions
- Use criteria weighting to prioritize options
- Evaluate risks and benefits of proposed solutions
- Apply cost-benefit analysis to solution selection
- Practice group decision-making techniques

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- Use consensus-building methods for team alignment
- Select optimal solutions using structured criteria

Day 5: Implementation and Continuous Improvement

- Apply rapid prototyping methods to test solutions
- Develop implementation plans with clear milestones
- Apply feedback loops to refine solutions
- Use continuous improvement principles for ongoing refinement
- Practice presenting solutions to stakeholders
- Evaluate implemented solutions against expected outcomes
- Conduct a final creative problem-solving simulation

Conclusion

By successfully completing the Creative Problem Solving Training Course, participants will have acquired practical techniques in root-cause analysis, idea generation, and solution evaluation. They will gain confidence in applying design thinking, structured brainstorming, and decision-making frameworks to workplace challenges. Gentex Training Center remains committed to helping professionals develop creative thinking skills that directly improve problem resolution and organizational performance.

FAQs





Q1 What is the "Creative Problem Solving" course about?

This course teaches participants how to analyze workplace challenges, generate original ideas, and implement effective solutions. It combines root-cause analysis, structured brainstorming, and decision-making frameworks, helping professionals resolve complex issues with confidence and creativity.

Q2 What are the key benefits of the "Creative Problem Solving" course?

Participants improve analytical thinking, generate more original ideas, and make better decisions under pressure. The course strengthens team collaboration, reduces recurring workplace issues, and equips professionals with tools that improve overall problem-resolution outcomes.

Q3 What skills will I gain from the "Creative Problem Solving" course?

Participants develop root-cause analysis, idea generation, decision-making, and solution implementation skills. These four core competencies help professionals identify underlying issues, generate viable options, and select solutions that address workplace challenges effectively.



Q4 What tools, methods, or standards are covered in the "Creative Problem Solving" course?

The course covers the 5 Whys technique, fishbone diagrams, the SCAMPER method, and design thinking principles. Participants also apply decision matrices, mind mapping, and rapid prototyping approaches throughout the training.

Q5 How is the "Creative Problem Solving" course applied in real-world practice?

Participants apply problem-solving frameworks when addressing operational issues, process bottlenecks, and team challenges. These skills support daily tasks such as identifying root causes, generating alternative solutions, and implementing improvements across various workplace situations.