

# OUTLINE

## Creative Problem Solving

### Lesson One

#### Getting Started

- Icebreaker
- Housekeeping Items
- Workshop Objectives

### Lesson Two

#### The Problem Solving Method

- What is a Problem?
- What's Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

### Lesson Three

#### *Information Gathering*

- Understanding Types of Info
- Identifying Key Questions
- Methods of Gathering Information

### Lesson Four

#### *Problem Definition*

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Current State and the Desired State
- Stating and Restating the Problem
- Analysing the Problem
- Writing the Problem Statement

## Lesson Five

### *Preparing for Brainstorming*

- Identifying Mental Blocks
- Eliminating Emotional Blocks
- Stimulating Creativity

## Lesson Six

### *Generating Solutions (I)*

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

## Lesson Seven

### *Generating Solutions (II)*

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

## Lesson Eight

### *Analysing Solutions*

- Developing Criteria
- Analysing Wants and Needs
- Using Cost/Benefit Analysis

## Lesson Nine

### *Selecting a Solution*

- Doing a Last Analysis
- Paired Comparison Analysis
- Analysing Potential Problems

## Lesson Ten

### *Planning Your Next Steps*

- Identifying Tasks
- Identifying Resources
- Implementing, Assessing, and Adapting

## Lesson Eleven

### *Recording Lessons Learned*

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

## Lesson Twelve

### *Wrapping Up*

- Words from the Wise
- Lessons Learned
- Completion Of Action Plans and Tests