

# Course Description

## Creative Problem Solving AMS212

### Overview

This course combines creative and analytical approaches to problem solving and reinforces participants' critical thinking skills. Participants improve their ability to separate fact from inference when defining problems. Emphasis is placed on selecting relevant problem solving processes for each situation. Participants learn and apply a model that allows them to tackle a range of managerial problems. In groups and individually, participants apply the workshop techniques to actual on-the-job problems in order to take a more powerful role in decisions affecting them.

### Learning Objectives

- Learn to look at all sides of a problem and evaluate the consequences of a particular approach
- Enhance critical thinking skills
- Define strategic and linear thought models
- Develop strategies for problem solving that mitigates risk of a poor solution
- Develop skills to select proper tools for decision making at appropriate times
- Utilize a methodology to establish real solutions applicable on the job
- Learn new ways to stimulate creative, out of the box thinking

### Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

### Duration

One day

### Who Should Attend

Supervisors, managers and other staff who are expected to use experience, creativity and intuition to solve problems, as part of their professional responsibilities, would benefit by taking this course.

