

Soft Skills: Creative Thinking and Problem Solving

Program Overview

Have you ever found yourself in a situation where...

- You needed to solve a tough customer issue?
- You had to make a major purchase?
- You had to assign chores in the family?

We solve all problems of every size every day. This workshop will give participants some processes and tools to make their problem-solving more effective and creative, and to help them create win-win situations.

Program outline

<p>Module One: Getting Started Icebreaker Ground rules The parking lot Workshop objectives Action plans and evaluation forms</p> <p>Module Two: The Problem-Solving Method Introduction to Six-Step Process Problem Definition Information Gathering Generating Possible Solutions Analyzing the Solutions Selecting the Best Solution(s) Planning the Next Course Of Action (Next Steps)</p> <p>Module Three: Problem Definition Identifying the Problem PAG vs. PAU Determining the Scope Writing the Problem Statement</p> <p>Module Four: Information Gathering Understanding Types of Information Identifying Key Questions Developing Criteria</p>	<p>Module Five: Brainstorming Basics Creating a Creative Space Setting the Ground Rules Generating Ideas</p> <p>Module Six: Generating Solutions, Part One Logistical Solutions Using Affinity Diagrams Word-Chaining</p> <p>Module Seven: Generating Solutions, Part Two Using the Box Method Using the Six Thinking Hats Using the Blink Method</p> <p>Module Eight: Evaluating Solutions Developing Criteria Using Cost/Benefit Analysis Group Voting</p>	<p>Module Nine: Selecting a Solution Doing a Final Analysis Facts vs. Intuition Refining and Re-Refining the Shortlist</p> <p>Module Ten: Planning Your Next Steps Identifying Tasks Identifying Resources Evaluating and Adapting</p> <p>Module Eleven: Recording Lessons Learned Planning the Follow-Up Meeting Celebrating Successes Identifying Improvements</p> <p>Module Twelve: Wrapping Up Words from the Wise Review of Parking Lot Lessons Learned Completion of Action Plans and Evaluations</p>
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Benefits of the Program

This training will help you resolve any problem arising in any of the situations. You will not only be able to enhance your communication skills but will also improve upon your thought process.

How can I take this course?

Since we want to make people's life much easier; this course is available online. There is no waiting time. Call us and take the course at the comfort of your home and at your own time. The workshops are arranged across major cities world-wide. For more information about updated course schedule on workshops and dates; keep regularly visiting the schedule update our site.

Costs to take this course

The costs associated with the course depend upon whether you would like to take online course or attend physical workshops. If you want to know about current course costs please give us a call or write at customercare@myuaeonlinetrainings.com or download the latest price list from <http://www.myuaeonlinetrainings.com/pricelist.pdf>

Time required for completing this course

You would be able to complete this course in 7 days to 3 months if you take this course online. It also depends upon how much time you spend on studying the course materials.

This can be a two full day workshop if you take this program as instructor led full day program.

MISP Advantage

- We completely understand training requirements as we have over years of training experience.
- This has helped us discover more advanced methodical and strategic plans to train people and achieve their goals.
- We have 360 degree view of the customer requirement and provide effective solutions.
- We understand our clients and thus have compiled and consolidated all trainings to suit their requirements in more realistic approach.
- Our online system allows you to review and grade your progress, combined by telephonic Consultation, face to face meetings and weekly workshops.
- With our online system; people do not need to waste their precious time and they can access our training program round the clock 24x7.
- Our objective and goal is to see our clients achieve the desired goals and progress. We commit to extend all support to achieve the collective goals.
- You can reach our helpdesk and an education advisor will call to resolve your query.
- We track you throughout the process until we see you certified.

Mission Statement

MISP Trainings we are focused by relentless efforts on our seven core fundamentals. We constantly work to implement the critical initiatives required to meet our vision what we strive to achieve every day. During this journey, we deliver operational excellence, exceed our commitments and keep every client on 360 degree satisfaction level. We strive to be the best for our customers, employees, shareholders and all those who are associated with us.

Vision Statement

MISP Trainings aligns people and organizations towards their goals - whether in business, education, Innovation, research, individual growth, overall organization development; it is enabling individuals and organizations to achieve their goals. We translate advanced thought processes into values for our customers through our world class solutions, services and consulting businesses globally.