**Problem Solving, Creative Thinking and Decision Making**

An Infinite Miles Training Academy Programme



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Introduction

Complexities and challenges are regular occurrences, both in and out of the workplace. These apply to troubleshooting situations, as well as efforts to improve productivity. It is therefore very important for the ability to unravel, simplify and resolve complex or problem situations to be both an individual, as well as an organisational competence. It is important for workplace productivity.

It helps a great deal if one is able to think creatively about complex situations, likewise the ability to make appropriate decisions. This often involves having a big picture mindset, being able to play out different scenarios simultaneously, weight options and risks and then filter through to the best outcome. It is important to stress that these must be done with timeliness of the decision in mind.

Infinite Miles Training Academy runs the ‘**Problem Solving, Creative Thinking and Decision Making**’ programme for corporate organisations that wish to establish a good understanding of the creative problem solving process, while at the same time ensuring effective and timely decisions.

This document presents details of the programme.

Problem Solving, Creative Thinking and Decision Making

**Programme Description**

This programme is designed to develop the competencies required for participants to identify problems, gather the right information about them, think creatively about the resolution and make effective and timely decisions in that regard.

Participants will understand how to approach problem solving through a structured approach, while at the same time, retain enough flexibility for the creative flow of ideas.

Participants will discuss real life business scenarios with a view to unravelling the complexities and to come up with creative outcomes with regards to the resolution. They will learn how to develop, lead and manage creative teams.

Key aspects of the programme will be brought together in a way that enables the co-creation of learning on effective decision making.

**Programme Structure**

The programme is structured along the following 4 pillars:

**Learning Objectives**

At the end of the programme, participants will be able to:

* apply the creative problem solving process;
* identify the root causes of problems;
* effectively gather the right information for decision making;
* carry out appropriate evaluation of scenarios;
* apply relevant criteria to problem resolution;
* assess the risks associated with different options;
* make effective and timely decisions; and
* apply learnings to manage change effectively.

**Target Audience**

* Managers
* Supervisors
* Team leaders
* All those in key decision making roles

**Duration**

2 days.

Programme Outline

* Introduction
* Definitions.
* **The Business Context**
  + Understanding the business context and perspective of a ‘problem’.
  + The nature of problems.
  + The case for creativity.
  + The positive paradigm.
* **Problem Solving**
  + A structured approach to problem solving.
  + The problem solving roadmap.
  + Identifying and analysing the root cause.
  + Creating team synergy.
  + The action plan.
  + Ownership, tracking and evaluation of the process.
* **Creative Thinking**
  + Understanding creativity.
  + Applying creativity to problem solving.
  + Logic and creativity.
  + Unlocking the creative gene.
  + Breaking the limitations of ‘the box’.
  + The creative process.
  + Developing a productive thinking pattern.
  + The workings of the brain.
  + Thinking differently
  + Applying new paradigms.
  + Managing ‘change’ creatively.
  + Different approaches to creative thinking.
  + Running problem solving sessions creatively.
  + Implementation of creative ideas.
  + Putting together a creative team.
  + Leading and managing creative teams.
* **Decision Making**
  + The nature of decision making.
  + Key decision making steps.
  + Types of decision making.
  + Decision making models.
  + Cognitive biases and decision making.
  + Evaluating the effectiveness of decisions made.
* **Conclusion**

**Delivery Method**

About Infinite Miles Limited (RC 880709)

Infinite Miles Limited is a company committed to the transformation of client organisations into institutions of immense value. We do this by leveraging the expertise of a team of highly knowledgeable professionals to provide high quality services to our clients in the following areas:

1. Training Academy
2. Consulting
3. Technology Development
4. Business to Business Industry Events

We want to put our ‘Training’ and ‘Consulting’ expertise at your service. Just let us know your area(s) of need and we will deliver a detailed proposal on how we can help you achieve your goal(s).

Training Academy

We provide both in-house and off-site professional training programmes to client institutions, making use of high quality subject matter experts. Our programmes are tailored to meet your institution’s needs in a way that will ensure imparted knowledge can be put to practice immediately. This is done without losing sight of global best practices, standards and quality.

A **non-exhaustive** list of the programmes we offer can be found on our website [www.infinitemiles.ng](http://www.infinitemiles.ng) . We also develop additional / customised programmes on demand.

Consulting

By immersing ourselves in your world, we are able to understand your requirements, objectively identify gaps that might exist, proffer solutions and help guide you towards the achievement of your strategic goals.

Infinite Miles Consulting can add value to your institution in the following areas:

* Customer Service and Experience
* Sales and Service Development, Alignment and Optimisation
* Customer Value Proposition Development
* Strategy Development
* Change Management
* Organisational Competence and Talent Development
* People Development
* Integral Development and Innovation

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