

# 2 – DAY THINKING OUTSIDE THE BOX, PROBLEM SOLVING & DECISION- MAKING SKILLS



## Introduction

- Would you like to learn to handle work problems confidently and be quick to generate practical solutions when problems arise?
- Would you like to think out of the box and come out with creative approaches?
- Would you like to learn to prevent fire-fighting, be more flexible and proactive?
- Would you like to think out of the box and come out with creative approaches?
- Would you like to come out with new ideas that give you results?

If you answer YES, then this course is for you!

This course focuses on 3 main issues - CREATIVITY/ THINKING OUTSIDE THE BOX, PROBLEM SOLVING AND DECISION MAKING. They are designed to help you devise creative and desirable solutions to problems, spot opportunities that you might otherwise miss. Many of the techniques introduced here have been used by great thinkers to drive their creativity, innovativeness and problem-solving abilities.

## Course Objectives

By the end of this course, you will be able to:

- Generate creative, out of the box ideas and solutions
- Transform your creativity into practical business solutions
- Turn existing problems into opportunities for growth
- Apply proven thinking techniques to anticipate problems and to analyse the environment
- Leverage on your creative strengths to pinpoint problems, identify cause and effect
- Produce and generate the solutions and outcomes required
- Apply specific techniques to evaluate and select new ideas/ alternatives generated
- Learn to analyse and assess risks, probabilities and impact of options selected
- Harvest the results of your creative thinking in order to increase the output, spell out useful new ideas and design ways forward

## Methodology

- Expert Input, Demonstrations and Presentations
- Practical Hands-on Sessions and Role Play
- Stress Busters and Energisers
- Alpha/ Theta Music, Visualisation, Guided Imagery
- Mental Spring Cleaning and Clearing Techniques
- Mind-Body Connection and Exercises
- Relaxation and Feel Good Activities
- NLP Tools and Strategies
- Brainstorming and Sharing Sessions
- Workbook, Notes and Hand Outs

## Who Should Attend?

- Managers, Executives
- Supervisors
- Support Staff, Admin Personnel
- Anyone interested in learning to be a solution provider for their companies and to be able to provide creative input/ ideas at the workplace

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## Course Outline

### MODULE 1: THINKING OUTSIDE THE BOX - LIGHT AT THE END OF THE TUNNEL

- Define thinking outside the box, creativity and lateral thinking
- Experience an unlearning to get the job done
- Access creativity and imagination where all the important answers live
- If you always do what you always did, you will get what you always got
- Videos: discussion on creativity and thinking outside the box

### MODULE 2: BRAIN DOMINANCE & SEEKING SOLUTIONS/ ANSWERS/IDEAS

- Understand the human bio computer - brain (CPU); mind (software); beliefs, values and attitude (operating system); sub-modalities/ inner five senses (keyboard)
- Activate the creative part of the brain that focuses on solutions
- Discover brain frequencies and subliminal music/ sounds
- BONUS: 2 subliminal CDs for free to activate creativity and total health/ wellness easily, effortlessly, effectively

### MODULE 3: CREATIVITY PROCESS - WHAT HAS TO HAPPEN

- Define and frame boundaries, framework and constraints - clarity is power!
- Collect, collate and organise data and information • Incubate to change brain frequency to stimulate thinking
- Thinking about the issue constantly
- Experience the Eureka moment when the idea hits unexpectedly
- Develop and implement the ideal solution generated

Activity on Incubation; eliminating barriers to creativity and innovation

### MODULE 4: ESSENTIAL INGREDIENTS & STEPS THAT STIMULATE INNOVATION AND CREATIVITY

- Creating an environment in which creativity can flourish
- How to avoid group think and "same old ideas"
- Key to spurring creativity - practicing flexibility and adaptability
- Triggering imagination with "What If" and "Wishful Thinking" techniques
- Explore and identify the 12 key requirements to spark creativity
- 5 Key Techniques will be mastered through a series of activities, games, group work and presentation

### MODULE 5: CARRYING OUT THOUGHT EXPERIMENTS - PROVOCATION & THINKING OUTSIDE THE BOX

- Provocation technique, the only way to think outside the box - suspend judgment with provocative statements
- Provocation strategies automatically leads to Blue Ocean Strategy
- Utilising 5 unique tools and techniques to activate provocation and to truly think outside the box
- Master the technique of Visualisation and Guided Imagery
- Experiential Activity: a combination of visualisation, imagination, pictures, colours, subliminal music and movement to think outside the box

### MODULE 6: TECHNIQUES TO ANTICIPATE PROBLEMS & TO ANALYSE THE ENVIRONMENT

- What constitutes the environment?
- Learn to compare, contrast, connect and combine
- Determine the deviation and gap
- Identify and resolve strengths and weaknesses
- Anticipate opportunities, possibilities, limitations and threats

Activity: Bring your work problems to the workshop so that you can produce ideas and results with 3 techniques



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### MODULE 7: TECHNIQUES TO RECOGNISE & IDENTIFY PROBLEMS - TESTING PROBABLE CAUSES

- Root Cause Analysis - 5 Why Diagram and 5W 1H
- Undertake comparative analysis, examine correlations, determine causal relationships
- Explore the problem from various angles/ viewpoints and to generate different perspectives
- Determine the 20% fundamental causes that will resolve 80% of the problem and to choose the most important changes to make

Group Project: effective techniques to help you identify, pinpoint and confirm problem areas, where the problems are coming from

### MODULE 8: TECHNIQUES TO GENERATE ALTERNATIVES & SOLUTIONS REQUIRED

- Use a variety of tools and techniques to generate the solutions and outcomes required
- Apply a technique which involves breaking the problem into smaller parts and to seek alternative solutions to these parts - a good tool for incremental innovations in a product/ service
- Use SCAMPER to stimulate and trigger thinking, ideas and outcomes required
- Learn 2 techniques to solve complex and complicated problems

Group Project: practical techniques to help you generate alternatives and obtain the solutions required

### MODULE 9: TECHNIQUES TO ASSESS RISKS & ITS IMPACT

- Work on a practical approach to map your organisation's business processes
- Create a diagram or chart to determine a course of action or show a statistical probability
- Probability and Impact Matrix to aid in prioritising risks and the high probability/ likelihood of occurring which will have a high impact on the project objectives
- Weigh the expected risks and rewards to arrive at an optimal statistical design for it based on the trade-offs involved

Group Project: excellent techniques to help assess risks and its impact

### MODULE 10: TECHNIQUES TO ANALYSE & MAKE DECISIONS

- Analyse the alternatives and results generated
- Choose among alternatives for organisational benefit and maximum buy-in
- Assign weight to objectives to make the best decision
- Create a satisfaction scale to choose between alternatives

Group Work: brainstorming, discussion and presentation

