Creative Problem Solving and Effective Decision Making

الأساليب المبتكرة العملية لحل المشاكل واتخاذ القرارات الفعالة

06 – 10 February 2023

Dubai / UAE

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Introduction

Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems and decision making.

These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization.

Objectives

The objective of this intensive course is to provide participants with technical knowledge and practical training on the methodologies and tools of problem solving and Decision Making. The course will focus on developing and upgrading diagnostic problem skills. The course will also emphasize the models and processes of decision making.

Who Should Attend?

Managers, professionals, and any person who is looking for the best techniques to solve any problems related to their works and who is admiring to make the most efficient decisions to achieve the best desired objectives.

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Course Outline

Day One

- Practical application in problem solving
- Define the "problem"
- Describe the ideal problem solvers
- Creative thinking
- Relationship between creative thinking and problem solving
- Holmes test for creative personality
- Identified the types of problem encountered

Day Two

- The problem solving model
- Generate alternatives
- Brainstorming
- Check board
- Adapt or build on the past
- Evaluate options
- Criteria check board

Day Three

- Evaluate options
- Sort by category
- Rank order
- Advantage /disadvantage
- Pro/Con
- What I like

Day Four

- Select the final solution
- Consensus
- Straw voting
- Multi-voting
- Negative voting
- Revisiting earlier
- Problem-solving outcomes
- Other problem solving techniques
- Legitimize problems
- Best/worst/most probable

- Problems as given/ problems as understood
- Is/Is not
- Diagram/fishbone
- Basic questions
- Break into components
- Force field analysis
- Ask an expert

Day Five

- Types of decision
    - Autocratic
    - Consultative
    - Group
- The decision making process
- Decision making under certainty
- Decision making under uncertainty
- Information technology and decision making systems
- Guidelines for making good decisions
- Making bad decisions
- Evaluations
- Computer-based decision making
- Using Microsoft Excel for decision making

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7" Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:
- Technical Session   08.30-10.00 am
- Coffee Break   10.00-10.15 am
- Technical Session   10.15-12.15 noon
- Coffee Break   12.15-12.45 pm
- Technical Session   12.45-02.30 pm
- Course Ends   02.30 pm

Course Fees*

- **3,200 USD**
  VAT is Excluded If Applicable

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المقدمة

تخيل زيادة الإنتاجية وتقليل الهدر وتحسين رضا العملاء من خلال تطوير عملية لحل المشكلات واتخاذ القرارات بشكل فعال.

هذه الفوائد وغيرها الكثير، هي الأسباب الممتازة لتعلم تقنيات حل المشكلات الإبداعية الموضحة وبناء مجموعة أدوات لحل المشكلات واتخاذ القرارات التي تشكل جزءًا من الحياة اليومية في مؤسسة اليوم.

الأهداف

الهدف من هذه الدورة المكثفة هو تزويد المشاركين بالمعرفة التقنية والتدريب العملي على منهجيات وأدوات حل المشكلات واتخاذ القرار. وستركز الدورة على تطوير ورفع مستوى مهارات حل المشكلات التشخيصية. وستركز أيضًا على نماذج وعمليات صنع القرار.

الحضور

المدراء والمهنيون وأي شخص يبحث عن أفضل التقنيات لحل أي مشاكل تتعلق بأعماله ويريد اتخاذ القرارات الأكثر كفاءة لتحقيق أفضل الأهداف المرجوة.