

A LDI Training Course

# **CREATIVE PROBLEM SOLVING AND DECISION MAKING**

by

**LDI Instructor**

---

## Introduction

The future of successful organizations is often determined by the quality and impact of the decisions made by their leaders and professionals. Understanding how best to solve problems and make decisions is essential. The skills needed to accomplish this involve learning to find the "real problem," separating symptoms from causes, and implementing sound, creative decisions to enhance the positive impact of the outcome. This course will examine:

- The overall process for making decisions & solving problems
- Identifying the root cause of the problem
- The importance of using models
- Getting the ideas out and prioritizing them
- How to implement decisions and solutions
- Using assessment data to solve problems and make decisions

## What You'll Learn

- How problems get solved and decisions get made
- Using root-cause analysis to determine why the problem exists
- Specific models to guide successful efforts
- Techniques to increase the quantity of solution ideas while eliminating roadblocks
- How to focus on the importance of ideas through prioritization techniques
- Assessing the potential impact of a solution
- Using techniques to balance the positive and negative impact of solutions
- The need to be right and its impact on flexibility
- Factors affecting acceptance of solutions and decisions

## Course Outline

### **Introduction**

- Learning Path

### **What are Problems**

- Define Problems
- Good and Bad Problems

### **Whole Brain Approach**

#### **Problem-Solving Map**

- Identify Problem
- Precise & Concise
- Gather Facts
- Generate Possible Causes
- Apply Learning to Your Job

#### **Problem Analysis**

- The basic the problem solving techniques
- Advance problem Analysis
- Choose the right analytical tools to solving problems

#### **Risk Analysis**

- Risk identification
- Tools and techniques
  - System Diagrams
  - Cause & Effect Diagrams
  - SWOT Analysis
  - PEST Analysis
  - Cash Flow Forecasting with Spreadsheets
  - USP Analysis
- Portraying risk analysis results (numerical, ranking, and graphical methods)

#### **Making Decisions**

- Clarify Purpose
- Make Decisions by Using Decision Tools :
  - Pareto Analysis
  - Decision Trees
  - Cost/Benefit Analysis
- Evaluate Alternatives

#### **What is Creativity**

- Why the need for creativity
- 5 Steps in Achieving Creativity

#### **Creative Thinking Techniques**

- Apply Learning to Your Job

#### **Putting Problem-Solving and Creativity Together**

## Who Should Attend

This course benefits everyone. Project leaders, managers, supervisors, team leaders, engineers, geologists, maintenance personnel, safety specialists, accountants, auditors, lawyers, purchasing and logistics people, contracts employees and HR personnel will find this course to be very important.

### ***Case Study & Benchmarking Case Discussion & Insight from the Activity***

## Methodology

A variety of methods will be used to enhance learning such as:

- Lectures
- Group discussions
- Exercises
- Case studies
- Business Games