

CREATIVE PROBLEM SOLVING:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Problem Solving Method

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Module Three: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

Module Four: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

Module Seven: Generating Solutions (II)

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Module Eight: Analyzing Solutions

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

Module Nine: Selecting a Solution

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

Module Ten: Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

Module Eleven: Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

Module Twelve: Wrapping Up

- Words from the Wise

**Module Five: Preparing for
Brainstorming**

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

Module Six: Generating Solutions (I)

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations