

## Problem Solving Training

## **Training Topics:**

- Steps in the problem solving process
  - $\circ$   $\;$  Exercise: keeping an open mind  $\;$
- Structuring problems
  - Case study: the importance of problem analysis
- Understanding the process of Creativity and Problem Solving
- Attitudes that kill creative ideas
- Problem Solving Tools:
  - SWOT Analysis
  - Pareto Principle
  - Problem Re-statement (5 Whys)
  - o Brainstorming

Case study: the business dilemma

## **Training Hours:**

The duration of the training program will be 8 hours