



Training Topics:

- **Steps in the problem solving process**
 - 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)
 - Brainstorming

Case study: the business dilemma

Training Hours:

The duration of the training program will be 8 hours