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