



267-P25-VE



Virtual



7 hours

Course Description:

This course is tailored for professionals seeking to enrich their problem-solving capabilities. Participants will be able to apply a structured 4-step process, utilizing a variety of tools and creative thinking techniques in engaging scenarios. Additionally, they will identify decision-making methods to implement optimal solutions. These skills will impact their personal and professional lives, enabling them to confidently tackle complex decisions and resolve challenging problems.

Target Audience:

The course is designed for mid-level managers and operational staff in the banking industry, seeking to sharpen problem-solving skills for improved decision-making and workflow efficiency.

Course Objectives:

- Define the problem
- Apply different techniques for generating an effective solution
- Select the optimal solution by using various tools
- Discuss how to implement solutions and create an action plan

Course Outline:

Module One: Define the Problem

Session One: Techniques for Defining a Problem

- Systematic problem definition (the six basic questions)
- Systematic problem definition grid
- Cause and effect/Fishbone/Ishikawa diagrams
- Why-Why diagrams
- Assignment

Module Two: Find Creative Solutions

Session One: Different Techniques and Tools to Find a Creative Solution

- Eight blocks to creative thinking
- Brainstorming
- Mind maps

- SCAMMPERR
- Reverse brainstorming
- De Bono's six thinking hats
- Assignment

Module Three: Evaluate and Select a Solution

Session One: The Evaluation Process in Problem Solving

- Pros and Cons
- Steps in force field analysis
- Assignment

Session Two: Selecting the Right Solution Techniques

- Cost/benefit analysis
- Feasibility/capability analysis
- Assignment

Module Four: Implement Solution and Create an Action Plan

Session One: Steps of Creating an Action Plan

- Planning steps
- Create an Action Plan
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % cut-off score of total grades, which is "100".

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None