



266-P25-CE



In-Class



8 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 in 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. Its goal is 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

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

Module Two: Find Creative Solutions

- Eight blocks to creative thinking
- Brainstorming
- Mind maps
- SCAMMPERR
- Reverse brainstorming
- De Bono's six thinking hats

Module Three: Evaluate and Select a Solution

- Pros and Cons
- Steps in force field analysis
- Cost/benefit analysis
- Feasibility/capability analysis

Module Four: Implement Solution and Create an Action Plan

- Planning steps
- Create an Action Plan

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None