



**284-P25-CE**



**In-Class**



**24 hours**

### Course Description:

Participants will acquire a comprehensive toolkit of diverse information-gathering techniques to efficiently address strategic problems. They'll be able to evaluate solutions through varied methods, adeptly assessing decision-making processes and managing associated risks. Through implementing change processes and evaluating outcomes, they'll elevate their creative problem-solving skills to effectively navigate crises at a strategic level.

### Target Audience:

This program is designed for all management levels in any organization.

### Course Objectives:

- Apply diverse information-gathering tools to solve problems efficiently
- Identify and evaluate solutions using different methods
- Assess decision-making and manage risks
- Implement the change process and evaluate the problem-solving outcome

### Course Outline

#### Module 1: Strategic and Creative Thinking

- A strategic problem-solving
- Sources of strategic problems
- Creative problem solving
- Creativity
- State the problem
- Gather facts, feelings, and opinions
- Restate the problem

#### Module 2: Generate and Evaluate Solutions

- Identify alternative solutions
- Effective communication
- Evaluate alternatives

#### Module 3: Managing Decisions and Risks

- Decisions
- Stockholders/ Shareholders

- What is risk analysis?
- Risk management
- Threats and (FMEA) and Weighted decision-making matrix

### Module 4: Implementing the Recommended Solution

- Implementing the solution
- Five 5s model
- Getting your solution accepted
- Review and evaluate

### 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:

2 CEUs

### Course Language:

English

### Prerequisites:

None.