



285-P25-VE



Virtual



22 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 course 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

Session One: Strategic Problem Solving

- A strategic problem-solving
- Sources of strategic problems
- Assignment

Session Two: Enhancing Creativity in Problem-Solving

- Creative problem solving
- Creativity
- State the problem
- Assignment

Session Three: Restate the problem

- Gather facts, feelings, and opinions
- Restate the problem
- Assignment

Module 2: Generate and Evaluate Solutions

Session One: Steps Two and Three in Problem Solving

- Identify alternative solutions

- Effective communication
- Evaluate alternatives
- Assignment

Module 3: Managing Decisions and Risks

Session One: What is a Decision?

- Decisions
- Stockholders/ Shareholders
- Assignment

Session Two: What is Risk Management?

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

Module 4: Implementing the Recommended Solution

Session One: Solution Implementation

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

2 CEUs

Course Language:

English.

Prerequisites:

None