Haward Technology Middle East

COURSE OVERVIEW SS0359
Creative Problem Solving and Decision Making
(E-Learning Module)

Course Title
Creative Problem Solving and Decision Making (E-Learning Module)

Course Reference
SS0359

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs

Course Description

Making a good decision is a skill that can be learned, honed and perfected. This course explores how individuals, groups and organizations make effective choices. It provides the skills and techniques needed to enhance the effectiveness on decision making.

This E-Learning course is designed to provide participants with a detailed and up-to-date overview of creative problem solving and decision making. It covers the relationship among objectives, problem-solving, and decision-making; the nature of creativity; the proper planning, organizing, leading and controlling; the five activities that describe the strategy process; and the creative problem-solving techniques.

Further, the course will also discuss the problem-solving cycle, creativity workplace and overcoming obstacles to stimulate creativity; the creative process, paradigm shift and industry; the emotional intelligence, self-awareness, self-management and social awareness; the problem analysis and decision-making; gathering relevant information; identifying alternatives; the factors that influence decisions including decision criteria; and gathering, classifying and analyzing data and information.

During this interactive course, participants will learn the three (3) main areas of knowledge management and its benefits; the knowledge management process, framework, benchmarking, mind maps and process map; the influence and role of technology; and the costs influencing decision-making and planning.

Course Objectives

By the end of the program, participants will be able to:-

- Apply and gain an in-depth knowledge on creative problem solving and decision making

- Build and expand their decision-making, critical thinking and creative problem-solving skills

- Apply logical and creative approaches to solving problems and making decisions

- Use traditional and creative tools for identifying causes and generating solutions

- Utilize creativity and lateral thinking as business tools

- Analyze and solve actual problems facing them at work

- Gain confidence in asking the right questions and overcoming the stress of making complex decisions

- Demonstrate and build credibility with upper management

- Develop strategic approaches to problem-solving and decision-making

- Discuss the relationship among objectives, problem-solving, and decision-making

- Identify the nature of creativity and carryout proper planning, organizing, leading and controlling

- Recognize the five activities that describe the strategy process and apply creative problem-solving techniques

- Illustrate the map of creative problem solving and the problem-solving cycle

- Identify constraints and set general specifications as well as cultivate a creativity workplace

- Recognize creativity and harness creativity in subordinates through aligned leadership

- Identify and overcome obstacles to stimulate creativity

- Remove blocks to creativity and discuss the creative process, paradigm shift and industry

- Apply emotional intelligence, self-awareness, self-management and social awareness

- Carryout problem analysis and decision-making, gather relevant information and identify the alternatives

- Recognize the factors that influence decisions including decision criteria

- Gather, classify and analyze data and information

- Discuss the three (3) main areas of knowledge management and its benefits

- Illustrate knowledge management process, framework, benchmarking, mind maps and process map

- Explain the influence and role of technology as well as the costs influencing decision-making and planning

Who Should Attend

This course provides an overview of all significant aspects and considerations of creative problem solving and decision making for managers, supervisors and administrators who will benefit from better problem-solving and decision-making skills and business professionals who want to take their critical thinking to the next level.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- **USA International Association for Continuing Education and Training (IACET)**

  Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- **British Accreditation Council (BAC)**

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal

Course Contents

- Introduction
- The Relationship among Objectives, Problem-Solving, and Decision-Making
- Creativity
- The Nature of Creativity
- Innovation
- How Creative Thinking may be Used in Management
- The typical of the Kinds of Problem that Require Creative Thinking
- Planning
- Organizing
- Leading
- Controlling
- Five Activities that Describe the Strategy Process
- Creative Problem Solving Techniques
- Exercise
- The Map of Creative Problem Solving
- Trust Yourself Enough to Trust Others
- Collaborate and Discover
- Communicate to Learn

- Be a Courageous Change Agent
- Course Correct to Perfect
- Ways that "Creativity" is Commonly Used
- The Problem-Solving Cycle
- State the Problem
- Redefine the Problem
- Identify Constraints and Set General Specifications
- Identify Alternative Solutions
- Select the Most Viable Alternative
- Redefine the Problem
- Refine and Add Specifications
- Brainstorm Alternatives
- Select the Most Viable Alternative
- Cultivate a Creativity Workplace
- Four Ways to Help Creativity Bloom, No Matter Where You Work
- Get More Out of your Brainstorming
- Start with a Plan
- Select a Brainstorming Leader
- Listen to Employees
- Identify Good Ideas. Then Test Them
- Pay Attention to Environment
- Recognize Creativity
- Harnessing Creativity in Subordinates Through Aligned Leadership
- Identify the Obstacles
- Overcome Obstacles to Stimulate Creativity
- What to Avoid
- Divergent Thinking Skills Openness to Innovative Ideas
- Divergent Thinking Activities
- Removing Blocks to Creativity
- Understanding the Creative Process
- Paradigm Shift & Industry
- Recap
- Video

- Questions
- Case Studies
- Case Study 1
- Case Study 2: Price and innovation
- Case Study 3: Paradigm shift
- Learning and Intelligence
- Emotional Intelligence
- Self-Awareness
- 4 Facets of Self-Awareness
- Self-Management
- Art of Self-Management
- Social Awareness
- Empathy: The Foundation of Social Awareness
- Become Fluent in Body Language
- Social Awareness Includes Both Your Interpersonal & Online Attendance
- Relationships
- Why Emotional Intelligence is Important in the Workplace?
- Possibly Frequently Asked Questions
- What is Emotional Intelligence, Compared with "Regular" Intelligence?
- Why, in the Current Professional Employment Market, are Merely Technical Skills Not Enough to Succeed?
- How does One Test Emotional Intelligence ?
- Why do We Talk About "Emotions" in the Context of Business?
- Is Emotional intelligence just a Form of Manipulation Designed to Get into People's Heads?
- What are the Characteristic of People with High EI?
- How can I Improve my EI?
- Recap
- Video
- Questions
- Problem Analysis & Decision-Making
- Defining the Business Decision-Making Process
- 7 Steps of the Decision-Making Process
- Identify the Decision

- Gather Relevant Information
- Identify the Alternatives
- Weigh the Evidence
- Choose among Alternatives
- Take Action
- Review your Decision
- Factors that Influence Decisions
- The Decision Makers
- The Decision Situation
- Thinking in Terms of a Problem or an Opportunity
- Decision Criteria
- Time
- People Affected by the Decision
- Decision Support – Theories, Tools and Techniques
- Recap
- Video
- Questions
- Data and Information: Gathering, Classifying and Analyzing
- What is Knowledge Management?
- 3 Main Areas of Knowledge Management
- Why is Knowledge Management Important?
- Benefits of Knowledge Management
- Knowledge Management Process
- Knowledge Management Framework
- Benchmarking
- What is Benchmarking
- Why Benchmark
- Benchmarking as a Tool
- A Step-by-Step Approach to Benchmarking
- Mind Maps and Process Map
- What is a Mind Map
- The Influence & Role of Technology
- Information

- Collection
- Process
- Tools
- Groups
- Costs Influencing Decision-Making and Planning
- Opportunity Cost
- Relevant Costs
- Differential Cost
- A Sunk Cost
- Imputed Cost
- Fixed, Variable and Mixed Costs
- Shutdown Costs
- Case Studies
- Videos