ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



PERSONAL EFFECTIVENESS

Creative Problem Solving

Define problems clearly, find root causes and generate better solutions at work.

WHO IT'S FOR

Teams and individuals who solve workplace problems and want a structured approach.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Define the real problem before looking for a fix
- Trace problems back to their root causes
- Generate many ideas, including unconventional ones
- Test ideas against clear criteria
- Choose a solution and plan how to put it in place
- Involve the right people in refining solutions

ABOUT THIS PROGRAM

Teams often rush to a fix before they understand the problem, so the same issues keep coming back. Our problem solving training gives participants a clear process: define the real problem, trace it to its root causes, generate ideas and choose a solution that will work. Participants practise on problems from their own workplace and leave with techniques they can use in the next team meeting. Groups learn to move past the obvious answer and agree on what to do next.

Tailored to your organisation

We work with real problems from your organisation, in your language, so participants practise on situations they will face again next week.

> "Loved Mechelle's presentation and facilitating style – this course was excellent!"
>
> Hub Australia – Ryan

Talk to us about this program

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Enquire online