



Creative Problem Solving

Available In:

- ☒ English
- ☐ Spanish
- ☒ Videoconferencing

If you don't address the root, the problem ISN'T solved

It doesn't matter how good your actions look if you haven't understood and addressed the true root cause of a problem. Unfortunately, many professionals have not been exposed to a systemic way of solving problems and as a result guess and solve symptoms more often than addressing root causes.

In the program you will learn how to generate potential solutions using mind maps and decision trees, how to boost your creativity to help you come up with more insightful options, and how to use both logic and your intuition to select the right solution to your problem.

What trainees will learn:

- Defining a problem statement that can be solved
- The power of visual workplace and mind mapping
- Using Ishikawa (cause & effect) diagrams correctly
- Creating buy in and developing countermeasures

How this training will benefit your company and employees:

- Evaluating and isolating problems (people, process and technology)
- Make better decisions through creative problem solving
- Apply processes to assess work issues and problems
- Transform your creativity into practical business solutions

This program is designed to help all employees gain the skills necessary to become effective problem solvers. Problems and errors happen in every business, every day. Why? Face it, your business processes were designed to work, not to be perfect. This means every day your employees fight to ensure service, quality and productivity are delivered. Give them the tools they need to win the battle and secure the success of your business.

This training can be conducted for 8 hours. Onsite training may be customized to meet your business needs.

ABOUT MARK MORALES



Through purposeful training and coaching sessions, Mark provides clients innovative leadership and management practices that can be applied directly to their organizations and personal growth missions. With over 15 years of IT Leadership, Project Management and Operations Management experience, he has witnessed how great leaders and cultures can cultivate highly productive and satisfied employees. To this end, Mark discovered