



in association with



*"Believe you can and you're halfway there."*  
- Theodore Roosevelt

— A NEW 'BEST OF BREED' SHORT COURSE IN —

## 'Creative Problem Solving'

### COURSE OVERVIEW

This course aims to provide participants with a simple and practical short course in creative problem solving.

It has been designed to provide participants with some well proven and extremely useful tools & techniques, which we believe can have a big impact.

At ETM our focus is always to keep things simple, practical, flexible and fun. All courses are facilitated by highly experienced practitioners who encourage open discussions to enable all participants to see how to apply the tools and techniques to their own individual workplaces.

Our primary goal is to ensure participants walk away from this short course with a full understanding of the tools & techniques used, and can confidently seek to apply these into the workplace, immediately following the course.

### LEARNING OUTCOMES

Our expectation will be that ALL participants will:

- Understand the importance of defining the problem correctly.
- Have a step by step process to tackle any problem or issue.
- Be inspired as to their own 'individual' potential to solve problems.
- Have a toolbox of creative problem solving tools to draw on to help solve any problem or issue.
- Gain the confidence to apply these new skills & tools.

**DURATION?** 1 day.

### WHO SHOULD ATTEND?

This course is recommended for anyone who wants to improve their ability to solve problems and apply creativity in developing solutions. Participants can include executive level managers, team leaders, analysts and anyone whose role involves problem solving.

**COST?** \$440 (including GST).

### CORPORATE DELIVERY?

Prices are available on request. Please contact the ETM team at: [sd@etmmanagement.com.au](mailto:sd@etmmanagement.com.au) or call on +61 3 9556 1407.

### PRACTICAL CREATIVE PROBLEM SOLVING TOOLS 'TO BE COVERED'

Brainstorming – A3 Thinking – 5 Why's – Fishbone – Nominal Group Technique – Is, Is Not – Mind Mapping

Crushing Assumptions – Pareto Analysis – Fat Chance – 6 Hats – WAPI – Force Field Analysis

Now, Where & How – Decision Matrices – Walk In Other Peoples Shoes



*“Our goal is to provide some of the best short courses in Australia”*

*Stephen Dowling – Founder ETM*

## COURSE CONTENT

- **Defining the problem**
  - Importance of language
  - Tools & Techniques
    - WAPI
- **Solving the problem**
  - Problem solving framework
  - Getting creative
  - Tools & Techniques
    - Brainstorming
    - Mind mapping
    - Now, where and how
    - Pareto
    - Fishbone
    - 5 Why's
    - Force field analysis
    - 6 Hats
    - Nominal group technique
    - Decision matrices
    - A3 Thinking
- **Problem Solving Challenge**
  - Team analysis
  - Team presentation
- **Closure & review**
  - Review
  - Feedback
  - Commitment to change

Please be advised all participants will be provided with a detailed course workbook and copies of electronic templates.

## BOOKINGS

Please go to <http://www.etmmanagement.com.au> to see the current public course schedule and to book this course.

If you have any questions please contact us on the details listed below.

## CONTACT DETAILS

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## ABOUT US

ETM is a specialist organisation focused on helping clients to deliver successful projects.

- Short Courses
- Credential Courses
- Facilitated Workshops
- Coaching & Consultancy

Our short course training programs are designed to provide participants with a fast and simplified view of complex topics.

We focus on what you need to know and how you apply it in the real world.

Our primary goal is to ensure participants walk away from our short courses with a full understanding of the important principles and can confidently apply these to practice.

*‘Whether you think you can or you think you can’t, you’re right.’*

*Henry Ford*