



Creative problem-solving methods are designed to help a team through a process of identifying challenges, ideating on possible solutions, and evaluating the most suitable. The goal is to make a decision and take action while avoiding common decision biases.



## Overview

During this workshop attendees will acquire the capability to recognize continuous improvement opportunities, framing a problem, applying hands-on tools to analyze and propose solution alternatives.

Also, the attendees will understand the different biases that may block the creative thinking individually and in a group. Finding effective solutions to complex problems is not easy, but by using the right techniques, methods, games and creativity exercises can help the team be more efficient in solving daily challenges and more complex problems.

## Who Should Attend

- Production, Quality, Maintenance, Engineering, managers, supervisors and department leaders.

## The Objectives

1. Understand the Problem Solving methodologies.
2. Make better decision on the basis of data and bias awareness.
3. Identify root cause of problems and implement robust control.



## The Agenda

### DAY 1 (5 hours):

1. Biases and the Mindset: Judgmental vs Judgement, Groupthink, Confirmation bias, Hindsight bias, Sunk cost bias, Overconfidence bias, Availability bias.
2. Creativity in Problem Solving.
3. Hypotesis and Systems Thinking.

### DAY 2 (5 hours):

1. Data-Driven Problem Solving: Root-Cause, 5 Whys, Mind mapping, Brainstorming, Decision trees, Pareto, Histogram.
2. Problem-Solving Cycle: DMAIC.
3. Change Management: The Key to Successful problem-solving.

## The Value



**Three** Hands-on applications on the shop floor with money saving objectives in mind.



**Six** Serious Play activities to understand and solidify the methodologies.



**Three** real-world success stories to enrich the learning of Problem-Solving framework.

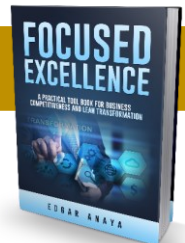


**Four** customized worksheets and templates to facilitate and apply effortlessly the problem analysis.

## The Investment



**INCLUDED:** Our "Focused Excellence" book for every participant!



**Participants:** Minimum 6 to Maximum 12.

**Material:** Handy binder with all the valuable information.

**Investment\*:** \$680 CDN per participant.

\* Contact us for a discounted price based on number of participants.

