# Creative Problem-Solving

Creative Problem-Solving - Online
Training Course - CPDUK Accredited

# OVERVIEW

Welcome to The Mandatory Training Group's online Creative Problem-Solving training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This online Creative Problem-Solving training course will give learners an overview of the entire creative problem-solving process, as well as fundamental problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analysing data, and identifying resources will be covered throughout the training course.

### Creative Problem-Solving – E-Learning Course — CPDUK Accredited

- ♦ Study method – Online, self-paced
- ♦ Estimated duration (Indicative CPD hours) – 4 hours
- ♦ Course format – Online (24/7 access)
- ♦ Entry requirements – no prerequisites required
- ♦ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ♦ Certification/Qualification – Downloadable CPD certificate
- ♦ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ♦ Course accreditation – CPD Certification Service (CPDUK)
- ♦ Course access – Part-time (1-year access)
- ♦ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

## Who is the course for?

This online Creative Problem-Solving training course is suitable for those who want to know more about how the entire creative problem-solving process, as well as vital problem-solving tools that they can use every day.

## Course aims

This online Creative Problem-Solving training course will give learners an overview of the entire creative problem-solving process, as well as vital problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analysing data, and identifying resources will be covered throughout the online course.

## Learning outcomes

The learning outcomes of this Creative Problem-Solving e-learning course are to:

♦      Understand problems and the creative problem-solving process
♦      Identify types of information to gather and key questions to ask in problem-solving
♦      Identify the importance of defining a problem correctly
♦      Identify and use four different problem definition tools
♦      Write concrete problem statements
♦      Use essential brainstorming tools to generate ideas for solutions
♦      Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
♦      Perform a final analysis to select a solution
♦      Understand the roles that fact and intuition play in selecting a solution
♦      Understand the need to refine the shortlist and redefine it
♦      Understand how to identify the tasks and resources necessary to implement solutions
♦      Evaluate and adapt solutions to reality.

## What is covered in this course?

This online Creative Problem-Solving training course includes the following:

### Module 1: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module 2: The Problem Solving Method

- What is a Problem?
- What is Creative Problem-Solving?
- What are the Steps in the Creative Solving Process?

### Module 3: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

### Module 4: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analysing the Problem
- Writing the Problem Statement

### Module 5: Preparing for Brainstorming

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

### Module 6: Generating Solutions (I)

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

## Module 7:  Generating Solutions (II)

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

## Module 8: Analyzing Solutions

- Developing Criteria
- Analysing Wants and Needs
- Using Cost/Benefit Analysis

## Module 9: Selecting a Solution

- Doing a Final Analysis
- Paired Comparison Analysis
- Analysing Potential Problems

## Module 10: Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

## Module 11: Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

## Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Why is this online Creative Problem-Solving training course essential?

Three-quarters of the educators surveyed believe that students need to develop these skills to protect their futures, as the professions that require creative problem-solving are less likely to be impacted by automation.

Our online Creative Problem-Solving training course will help learners with proven methods for approaching problems or challenges imaginatively and innovatively. The process enables you to redefine the problems and opportunities you face, come up with new, innovative responses and solutions, and then take action.

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The CPD Certification Service

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The CPD Certification Service

# HOW IT WORKS

## Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

## Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

## Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

## Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

## Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

## 100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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# ACCREDITATION

### End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

### Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

### Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.

## WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

### Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA

### Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK

### Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

## Statutory and Mandatory Training for Primary Care Providers

**OSD Healthcare**

*"When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements".*

Anne Joy, OSD Healthcare, Hemel Hempstead, UK

**OneHealth.co.uk**

Healthcare choice for **everyone**    ## Statutory and Mandatory Training for Healthcare Providers

*"All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent".*

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

**edenbrown synergy**

## Online Training and Development for the Public Sector

*"We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial."*

David Sanchez, Eden Brown Synergy, London, UK

**Nuffield Health**

## Blended Train the Trainer Courses for Healthcare Providers

*"We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments".*

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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Collective Mark

# LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

**WEBSITE**

*The Mandatory Training Group - Online Training Courses*

**WORKING HOURS**

Mon - Fri / 9:00AM - 5:00PM

## Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development

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