

# Creative solving of problems

Course code: KREPR

Creative solving of problems is a course that introduces the creative methods (brainstorming, brainwriting, mind maps, etc.) and ways of solving problems based on a systematic approach of different methods (Kepner-Tregoe, TRIZ, RCA, analogies etc.). The course is a convenient supplement to the courses of project management (IPMA, PRINCE2, etc.) as well as IT management (ITIL, Cobit, etc.).

## Who is the course for

The course is designed for all project managers, IT managers, managers of individual ITIL processes, especially Incident and Problem Management.

## What we teach you

Course objectives:

- Understand the basic definition
- Understand and learn the individual and group creative methods
- Understand the importance of a systematic approach
- Understand and learn the chosen methods of problems solving

Benefits of course are:

- Development of creativity of individuals and teams
- Systematic approach
- Clear decisions making based on facts and clear description
- Acceleration of problems solving and the associated costs reduction

## Teaching materials

Course presentation

## Course outline

Introduction

- Definition of terms
- Creativity
- Incident
- Problem
- Ways of Thinking

Creative methods

- Brainstorming
- Brainwriting
- Mind Mapping
- Ishikawa diagram
- Synectics
- Thought chairs
- Six Hats

Problem solving

- System Approach

Kepner-Tregoe

- TRIZ
- Analogy
- RCA

Conclusion

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