Creative solving of problems

Course code: KREPR

Creative solving of problems is a course that introduces the creative methods (brainstorming, brainwritting, 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.).

Affiliate	Duration	Course price	ITB
Praha	2	16 600 Kč	0
Brno	2	16 600 Kč	0
Bratislava	2	720 €	0

The prices are without VAT.

Course terms

Date	Duration	Course price	Type	Course language	Location
28.05.2026	2	16 600 Kč	Presence	CZ/SK	GOPAS Praha

The prices are without VAT.

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
- Brainwritting

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

Problem solving

- System Approach

Kepner-Tregoe

- TRIZ
- Analogy
- RCA

Conclusion

- Text1
- Text2
- ...

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