

## Problem solving

### Data

Tuesday 24th of October 16:00 - 20:00

Tuesday 31st of October 16:00 - 20:00

### Attitude target

Participants:

- See problems as challenges;
- Approach problems from different angles;
- Seek cooperation when necessary;
- Are persistent and creative when solving problems

### Knowledge target

Participants will know upon completion:

- How to deal with problems effectively;
- What different methods there are to solve problems;
- What steps there are in the methodology of solution-focused working;
- What the process of creative problem solving looks like.

### Competence target

Participants will be able to:

- Apply various creative techniques;
- Use the method of solution-focused working effectively;
- Approach problems from different angles and work on solutions in different ways (and not just the familiar preferred way).

## **PROGRAM**

### Day 1: 16.00 – 20.00

- Introduction to problem solving and exchange learning needs.
- Introduction to the methodology of solution-focused working. The principles and steps of solution-focused working ensure better results and positive energy. The principles:
  - Do more of what works well and stop doing what doesn't.
  - If something is not going well look at where the exceptions are.
  - People are competent.
  - Put your focus on the future.
  - Take it one step at a time:
    - Making contact;
    - Clarify the need;
    - Setting goal;
    - Identify resources and supporting factors;
    - First step forward;
    - Monitoring progress.
- Short energizing exercises with the different steps from the process of solution-focused working.
- Working in subgroups on own casuistry with the newly learned methodology under the trainer's guidance.
- Practical assignment: how and when will you practice with your learning objectives in your work practice and how will you communicate about this with your account manager?

### Day 2: 16.00 – 20.00

- Review of practical period and adjustment/completion of learning objectives
- Understanding your own talents within the creative process and seeing the power of collaboration in problem solving.
- Theoretical explanation of the method of creative thinking and doing. We reflect on the 4 phases of the creative thinking process:
  - Proper formulation of the stimulating starting question;
  - Use of different techniques to diverge;
  - Use of different techniques to converge;
  - Turning the best ideas into an innovative concept.
- Experiencing the different steps in the process with inspiring exercises.
- Working in subgroups with own case histories under the guidance of the trainer.
- Follow-up practical assignment: how and when will you (further) practice with your learning objectives in your work practice and how will you communicate about this with your account manager?