

Creative Problem Solving



Latar Belakang:

SDM dalam organisasi harus mempunyai kemampuan menganalisa masalah dan menciptakan solusi yang relevan.

Oleh karena masalah yang terjadi di organisasi juga pasti terus berubah sesuai kondisi, maka setiap personil dituntut harus melakukan perbaikan yang berkelanjutan (continuous improvement).

Melalui workshop ini, peserta akan memahami langkah-langkah kreatif menciptakan solusi dan decision making yang terstruktur dan sistematis. Selain itu juga dibekali seni menerapkan teori dalam kasus yang realistis dalam pekerjaan sehari-hari.

Tujuan:

- Meningkatkan kemampuan analisa yang fokus kepada upaya perbaikan terus menerus (KAIZEN).
- Mempelajari langkah-langkah *Problem Solving & Decision Making* yang terstruktur dan sistematis.
- Mengaplikasikan konsep dalam studi kasus yang realistis dalam pekerjaan sehari-hari.

Peserta akan mendapatkan:

- Pelatihan
- Pre-reading "Creative Problem Solving"
- Materi workshop dalam bentuk PDF.
- Case study & group discussion

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Workshop Outline:

Modul 1:

Problem Vs. Improvement opportunity

- Kaizen process & continuous improvement process
- Mind-set problem solving creatively

Steps in Creative Problem Solving:

- **Step 1: "Situation Analysis"**
 - Defining Problem & Level of problem
 - Case Study : Group Discussion

Modul 2:

Step 2: "Problem Analysis"

- Investigating the causes and determine root cause of problem
- Creative to get the information
- Integrated information for analysis problem
- Analytical Tools: Fish bone, flowchart, 5 Whys
- Case study : Group discussion

Modul 3:

Step 3: "Creative Generate Answers"

- Identifying Alternative Solutions
- Creative thinking
- Challenge in creative thinking
- Brainstorming method
- Mind Mapping method
- Case Study : Group Discussion

Modul 4:

Step 4: "Decision Analysis"

- Analyzing Alternative Solutions
- Solution Tools: Matrix Criteria
- Case Study : Group Discussion

Step 5: "Implementation"

- Mapping plan for execution
- Solution Tools: Gantt chart

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