

Systems Innovation

Workshop Objective

It is a norm that every day you will encounter problematic situations, which causes some degree of uncertainty or difficulty in achieving the outcome you want. Being able to resolve these situations is commonly called problem solving. It involves skills, which play a fundamental role in your work and private life. If you can become a good problem solver, you will be better able to adapt more quickly in times of rapid changes. You make better use of your knowledge and skills and are generally the high achievers. Problem solving is therefore a major factor in determining personal success.

But being a good problem-solver is not enough to stay ahead of competition and daily routine. You need to be a good decision-maker as well. Problem solving is reactive thinking at work. Whereas decision-making is about being proactive and innovative. Good decisions are at the heart of good management. Your ability to make decisions - to choose between one thing and another, rather than follow blind instinct - is a defining feature, you feel, of your humanity. Whether you work in or with organisations, the quality of your work depends on the quality of your decisions.

Your role within your organisation is to make things happen and to achieve measurable results through your own labour and that of your team. By becoming an innovative problem-solver and decision-maker, you will become good at both of these two things. This is what systems innovation is all about. In this workshop you will learn the strategies of how to:

- ⇒ Recognise and define problems
- ⇒ Understanding how the 'system' works
- ⇒ Learning to work 'within the box'
- ⇒ Arrive at practical and effective solutions
- ⇒ Solve problems in a group
- ⇒ Apply problem-solving tools to everyday situations
- ⇒ Improve your decision thinking
- ⇒ Commit to decisions and gain others' commitment
- ⇒ Avoid being overwhelmed with information
- ⇒ Evaluate the outcome of your decisions.

You will be taught to do these by a series of mini lectures, practical hands-on session, brainstorming sessions and group discussion and evaluation.

Workshop Outline:

Day One:

- Identifying your professional modalities and sub-modalities
- Introduction to Thinking Skills - different type of 'Think Process'
- Hindrance to effective problem solving - Perception and Expression
- Creating the conducive work environment

- ❑ Office culture and management style
- ❑ Idea generation techniques
- ❑ Devising solutions
- ❑ Solving problem in a group
- ❑ Your problem-solving checklist
- ❑ Case study: 'Lover's Beer

Day Two:

- ❑ What is decision?
- ❑ Thinking about decisions
- ❑ The decision cycle
- ❑ Consulting and participating
- ❑ Communication
- ❑ Checking and re-evaluating
- ❑ Questions and answers

By becoming a good problem solver and an excellent decision-maker, you will improve your performance and be an asset to your company. You will also learn how to update your skill and become an active worker rather than a passive one.

Customize Workshop

This workshop can be customize to a 1or 2 days workshop