



Creative Problem Solving

SEHG-CD-5831 · Business · approx. 7 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Welcome to the Creative Problem Solving workshop. In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small. This workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Career Development course: Creative Problem Solving.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Understand problems and the creative problem solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 7 instructional videos — 7 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — The Problem Solving Method**
 - What is a Problem?
 - What is Creative Problem Solving?
 - What are the Steps in the Creative Solving Process?

- **Module 3 — Information Gathering**
 - Understanding Types of Information
 - Identifying Key Questions
 - Methods of Gathering Information
- **Module 4 — Problem Definition**
 - Defining the Problem
 - Determining Where the Problem Originated
 - Defining the Present State and the Desired State
 - Stating and Restating the Problem
 - Analyzing the Problem
 - Writing the Problem Statement
- **Module 5 — Preparing for Brainstorming**
 - Identifying Mental Blocks
 - Removing Mental Blocks
 - Stimulating Creativity
- **Module 6 — Generating Solutions (I)**
 - Brainstorming Basics
 - Brainwriting and Mind Mapping
 - Duncker Diagrams
- **Module 7 — Generating Solutions (II)**
 - The Morphological Matrix
 - The Six Thinking Hats
 - The Blink Method
- **Module 8 — Analyzing Solutions**
 - Developing Criteria
 - Analyzing Wants and Needs
 - Using Cost/Benefit Analysis
- **Module 9 — Selecting a Solution**
 - Doing a Final Analysis
 - Paired Comparison Analysis
 - Analyzing Potential Problems
- **Module 10 — Planning Your Next Steps**
 - Identifying Tasks
 - Identifying Resources
 - Implementing, Evaluating, and Adapting
- **Module 11 — Recording Lessons Learned**
 - Planning the Follow-Up Meeting
 - Celebrating Successes
 - Identifying Improvements
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
 The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-CD-5831 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.