



Creative Problem Solving

Course Syllabus

Course Overview

Description

Traditional problem solving techniques can stifle creativity and limit input to only the most outspoken or highest ranking team members. As Albert Einstein said, “We can’t solve problems by using the same kind of thinking we used when we created them.” If your organization values out of the box thinking, this course is for you.

Duration: Approximately 30 min

Objectives

After you complete this course, you will be able to:

- Compare and contrast traditional and creative problem solving techniques
- Identify steps to creatively solve a problem
- Apply facilitation and evaluation techniques that lead to a creative solution

Required Materials

The course contains all required materials. No additional materials are necessary.

Course Outline

Introduction

- Scenario practice
- Course overview
- Course objectives

Module 1: Traditional and Creative Problem Solving

- Summary of Methodologies
- Activity
- Traditional Problem Solving
- Definition of Creative Problem Solving

Module 2: Steps of Creative Problem Solving



- Define the Issue
- Gather Information
- Brainstorm
- Evaluate Ideas
- Next Steps
- Scenarios and Practice Activities
- Review

Course Administration

Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

Course Evaluation

After you have earned your certificate, you will have an opportunity to provide feedback that assists the design and development team with course improvement.

Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the [Ellie Mae Academy FAQs](#) to ensure your browser supports our courseware, and to address any additional questions you may have.

Course Help

For additional assistance, email learning@elliemae.com. Please provide the following details:

- Course title



- Related screen number(s)
- Browser and version
- Your contact information