

Innovation & Creative Solutions Course

By Michele Lindsay
(Including Six Thinking Hats™)

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Do you:

- have **repeat** incidents?
- need different results?
- require a different corrective action than you put in place last time?
- hear, “This is the way we’ve **always** done it”?
- want effective and efficient team decision making?
- need to shift paradigms?
- want to reduce meeting time and achieve better outcomes?

Take the Innovation & Creative Solutions course and turn ordinary ideas into **breakthrough** opportunities. This skill based, interactive workshop will move you to a new level of thinking. Great for individuals or teams. **It is difficult to solve a problem with the same thinking that created it.**



Unlock the potential by accessing the creativity and innovation of those closest to the issue

This course will include topics, such as:

- Identify and remove roadblocks to Creativity & Innovation
- We are not all born creative – understanding how to get there
- Describe and practice the Innovation process, which includes
 - Focus – Define the problem or opportunity and bring it into focus
 - Uncover Alternatives – New ways to solve old problems, open the creativity tool box to help build solutions and NEW ideas.
 - Narrow your choices - Effectively and efficiently make decisions in teams that break down walls and create team collaboration including the using the globally renowned **Six Thinking Hats™** method
- Create alignment in decision making
- Apply the process and tools to a current business problem or opportunity
- Lay the groundwork for successful implementation
- Build a climate of innovation
- Creating a change ready culture

“The definition of insanity is doing the same thing over and over and expecting different results.”

Ben Franklin

Unlock the potential to innovation!

Information about the **Innovation & Creative Solutions Course** by Michele Lindsay at 416.452.1869 or register at www.taproot.com

Who should attend the Innovation & Creative Solutions Course?

Anyone who:

- Is a change agent in their organization
- Is a thought leader
- Manages teams
- Has responsibility for creating better results
- Is looking for new ideas to old problems, individually or as a team
- Is seeking opportunities to improve their organization.

Be more effective. Access the creativity and innovation in your own employees.

“We know where most of the creativity, the innovation, the stuff that drives productivity lies - in the minds of those closest to the work.”

Jack Welch

What are people saying about the Innovation & Creative Solutions Course?

“Great course, really opens the mind to alternate methods to be used in an effort to increase “outside the box” thinking!” Chief - Patient Safety/ Risk Manager, US Army Hospital

“Excellent, totally different than anything I have ever done, I can definitely go back and use the tools during corrective action development meetings!” Event Investigator, Irving Oil

“This program really opened up the thought process in an organized and dynamic manner” Corporate Safety Manager, Hess Corporation

“My team needs this, and now I have the tools to take with me!” Associate Director, Los Alamos National Lab

“This is a great opportunity on how to approach problems, issues, obstacles and barriers through a phased approach. I would recommend this course to others.” Senior System Analyst, MEDCOM

“This is something I can take back and implement very easily “ Safety Team Lead, Barrick Gold

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How is Six Thinking Hats™ & Creativity Helping Companies?

MDS SCIEX launches innovative new product faster, increasing revenues by \$20-million

In an aggressive bid to break new competitive ground, MDS SCIEX, a division of healthcare giant MDS Inc., recently launched its most innovative new product of a decade in record time, earning \$20 million in extra revenues for the company and netting a 20 per cent market share in a new line of business for MDS SCIEX in just its first year of sales.

In addition, the product, called QSTAR™ is better than its original concept. It performs better, is quicker and less costly to manufacture and is much easier and less expensive to ship.

MDS SCIEX credits the success of QSTAR™ to its use of Six Thinking Hats™, a method developed by creative thinking guru Edward de Bono, through its product design process.

Enhanced teamwork and collaboration helped Boeing Toronto, Ltd.'s Management and Union achieve breakthrough agreement

Motivated by a strong desire to reach a positive outcome a Boeing Toronto, Ltd. Committee of union and management representatives recently turned to Edward de Bono's powerful thinking methodology, Six Thinking Hats™. Using the methodology the committee – more accustomed to squaring off at opposite sides of the table than working collaboratively toward a common goal – was able to break down the traditional barriers that exist between management and unions to reach a win-win solution.

Using Six Hats, committee members were able to move away from their partisan stances and collectively focus on resolving the issues in a collaborative, results focused manner.

“Six Hats changed the dynamics of our working relationship and gave us a completely new way of tackling the problem,” says Boeing Toronto, Ltd. Senior Manager of Compensation and Benefits, Christene Elias. “It took everything threatening off the table and enabled us to work toward a solution in a compassionate, collaborative way.”

Innovative thinking helps AT&T Canada team streamline processes, cut costs and boost quality and productivity

Billing Production Senior Manager challenged her team to come up with ideas for improving quality and turnaround of customer invoices. Employees generated more than 30 easy-to-implement ideas for producing more timely and accurate invoices, cutting costs and improving productivity using the Six Thinking Hats™ method developed by creative thinking guru Edward de Bono.

AT&T Canada Billing Production department results:

- Developed initiatives which, when implemented could save AT&T Canada close to \$100,000 this year and more than \$500,000 next year
- Shaved process defects by almost 40 per cent
- Streamlined production processes, in some cases by as much as 50 percent
- Cut staff meeting time in half
- Boosted departmental productivity by developing cross-training program