Creative Problem-solving Techniques for Auditors

Auditors often find themselves searching for ways to go beyond traditional or compliance auditing, trying to find new ways to work with people who have different styles and preferences, while maximizing their strengths. In other words, they are seeking to become more creative problem solvers.

Through facilitator presentations, group discussions, practical exercises, case studies, and self-assessments, this course will help participants define creativity and the dimensions of creative problem solving. Experienced facilitators will demonstrate five strategies for creativity and divergent thinking and explain the ground rules for convergent thinking. By the end of the course, participants will know how to jump-start creative approaches to problems and have new, immediately usable tools for logical problem solving.
Course Duration:
2 Days

CPE Hours Available:
16 CPE

Knowledge Level:
Basic

Field of Study:
Personal Development

Prerequisites:
None

Advance Preparation:
None

Delivery Format:
Seminar, On-site
Course Outline:

**Dimensions of Creative Problem Solving**
- Identify key concepts of creative problem solving (divergent and convergent thinking).
- Identify geniuses of creative problem solving.
- Define creativity.
- Identify personal and organizational blocks to creativity.

**Creativity and Divergent Thinking**
- Identify the ground rules for divergent thinking.
- Identify and explore tools for creativity and divergent thinking.
- Identify and explore reframing as a tool for creativity and divergent thinking.
- Identify and explore questioning as a tool for divergent thinking.
- Identify and explore brainstorming as a tool for divergent thinking.
- Identify and explore imaging as a tool for divergent thinking.
- Identify and explore reverse engineering as a tool for divergent thinking.
- Identify and explore new research about ways to trigger creativity.

**Closure and Action Planning**
- Restate major concepts and skills learned up to this point.
- Share your insights and ideas with others in this seminar session.
- Discuss any open items or expectations.
- Complete and share your plan of action.

**Problem Solving and Convergent Thinking**
- Examine the ground rules for convergent thinking.
- Identify the characteristics of problem solving and convergent thinking.
- Apply the characteristics of inductive and deductive reasoning.
- Apply problem-solving questioning.
- Apply tools for problem solving and convergent thinking.
- Recognize logical fallacies.
Styles and Preferences

- Review common systems for identifying styles and preferences.

Synthesis

- Examine and compare models and concepts of synthesis.
- Recognize how “Six Hats” thinking relates to personal styles.

Case Study: A Budget Overrun

- Use and combine the skills, strategies, and techniques you have been learning.