

Creative Problem Solving

Presented by
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Workshop Objectives

At the end of this workshop, you'll be able to:

- Understand and apply innovative problem-solving techniques
- Creatively build effective teams
- Creatively solve problems related to auditing

Brain Quota or Stretch Target— What Is It?

“ . . . Using dreams to set business targets—with no real idea of how to get there. If you know how to get there, it’s not a stretch target. Incremental goals inspire or challenge no one nor do they capture anyone’s imagination.”

--Jack Welch

Reducing the time to get audit reports “out the door”

- Teams of 5 or 6
- Appoint note taker
- 20 ideas on how to reduce the time it takes to get reports “out the door”
- No censorship
- Be the first team to identify 20



Advantages

Creative (and Easy) Teambuilding

- Lion
- Puppy
- Owl
- Turtle

Lion

- Take-charge personality
- “King of the jungle”
- Comfortable in competitive situations
- First to “cross the finish line”
- Decisive



Puppy

- Enthusiastic
- Willing to do whatever is asked of them
- Highly attentive to people and feelings
- Will try to resolve conflicts



Owl

- Wise
- “Go-to” person
- Analytical
- Likes theories, concepts, ideas



Turtle

- Thorough
- Looks under every stone
- May not be first to cross the finish line
- Likes options
- Well organized
- Likes procedures and structure



Which are you—lion, puppy, owl, or turtle? And . . .

In the world of auditing:

- ✓ How do you add value?
- ✓ What challenges do you face?
- ✓ What challenges might you face in working with each of the other types?

The best teams are comprised of:

- All the same type? No!
- All different types? Yes!

Brainwriting: How to Improve Morale in The Audit Workplace

- Silent and written brainstorming
- Teams of four
- Take out one piece of paper that you don't need.
- Write one idea for improving morale in the audit workplace on your paper.
- Limit your idea to a sentence or two.
- Pass your paper to the person to your right when all four people are finished writing.
- Build on the idea written on the paper you have received.
- Four rounds

Advantages of Brainwriting

The Need for Criteria: Recruiting the Right People

1. In your team, brainstorm 10 ways to make sure that your audit agency is recruiting so that it gets the best people for the job.
2. Which is the best answer?

What have you learned today?

Questions? Comments?

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