

# But It Has Always Been Done This Way - Creative Problem Solving

## A. What is Creativity?

Working in small groups, answer the following three questions:

1. Who would you consider to be creative? Be specific.

2. What do these people have in common?

3. What do you try to do to be creative?



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## B. Creativity Defined

- Creativity: Bringing into \_\_\_\_\_ an \_\_\_\_\_ that is new to \_\_\_\_\_.
- Innovation: The \_\_\_\_\_ application of the new \_\_\_\_\_.
- Creative Problem Solving: Using this innate talent or developing a \_\_\_\_\_ set of skills and using them to solve problems.

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## C. Problems facing Leisure Service Professionals Services

In small groups, you will have seven minutes to generate a list of problems that are currently facing Recreation and Park professionals in this state. Record your "problems" below.

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## D. Creative Techniques to Use in Problem Solving

Mindmapping \_\_\_\_\_

Root Cause \_\_\_\_\_

Children \_\_\_\_\_

Brainstorming \_\_\_\_\_

Adopt a Risk  
Taking Attitude \_\_\_\_\_

Beg, Borrow, & Steal \_\_\_\_\_

Creative Poke Yoke \_\_\_\_\_

Poka Yoke Traits: \_\_\_\_\_

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## E. Poka Yoke Techniques and Examples

\_\_\_\_\_ - tools, files, utility flags

\_\_\_\_\_ - ATM cards, pilot safety check, pay monthly bills

\_\_\_\_\_ - cash, emergency gauze pads, disposable silverware

\_\_\_\_\_ - garage signs, garbage dispensers, sim cards, computer cords

\_\_\_\_\_ - smoke alarms, computer popup windows, car keys

\_\_\_\_\_ - pegboards, pill boxes, cell phones

\_\_\_\_\_ - luggage weight, sanitation trucks, postage and packaging

\_\_\_\_\_ - coupons, surveys, e-receipts

\_\_\_\_\_ - safety, inspections, daily, weekly, monthly routines

How are you currently using poka yoke strategies in the work place?

How can you use additional poka yokes strategies to solve problems in the work place?

