

COACHING ← CREATIVITY ← FACILITATION

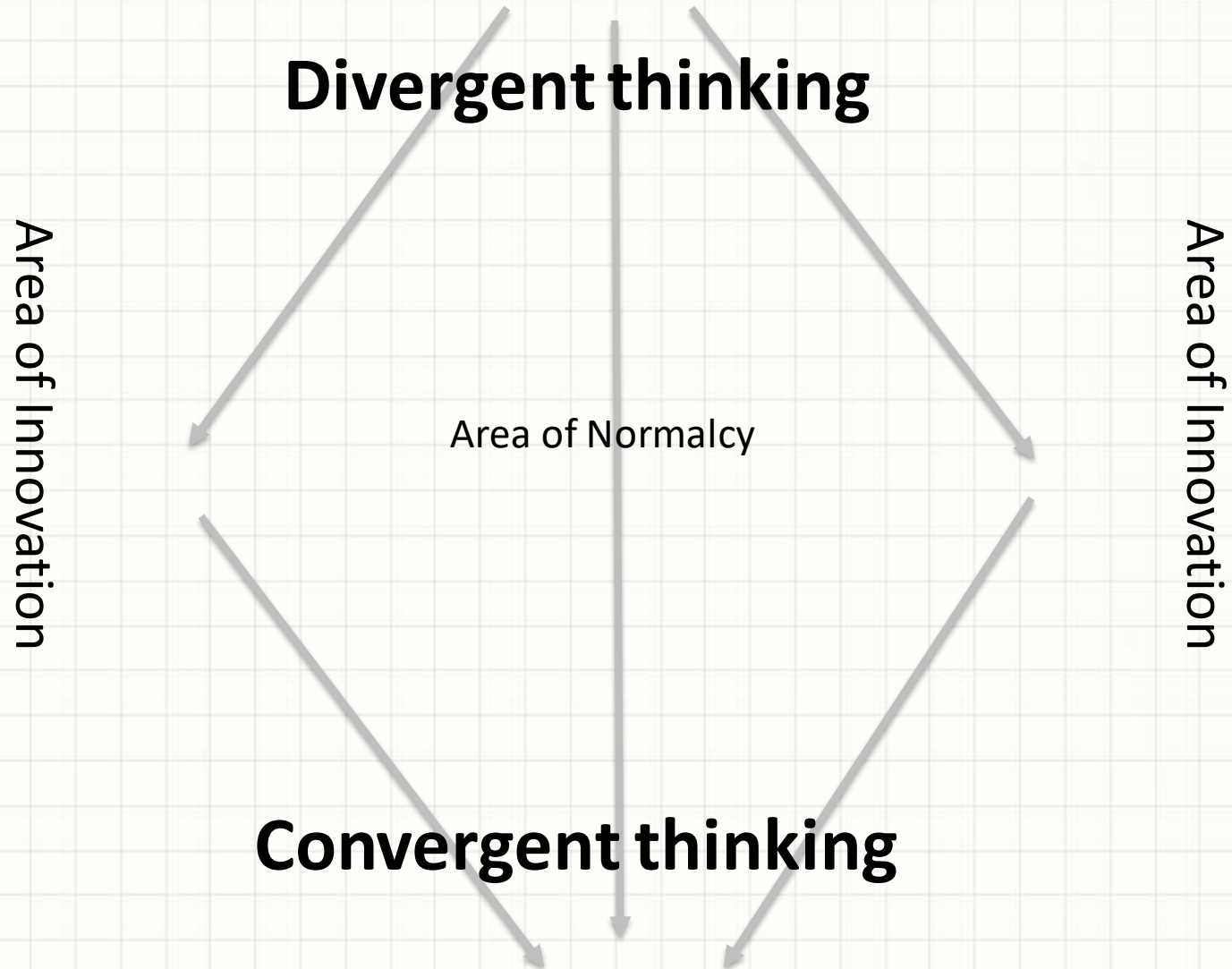
# The Creative Problem Solving Process

*60 years of research in service of richer ideas  
and viable solutions*

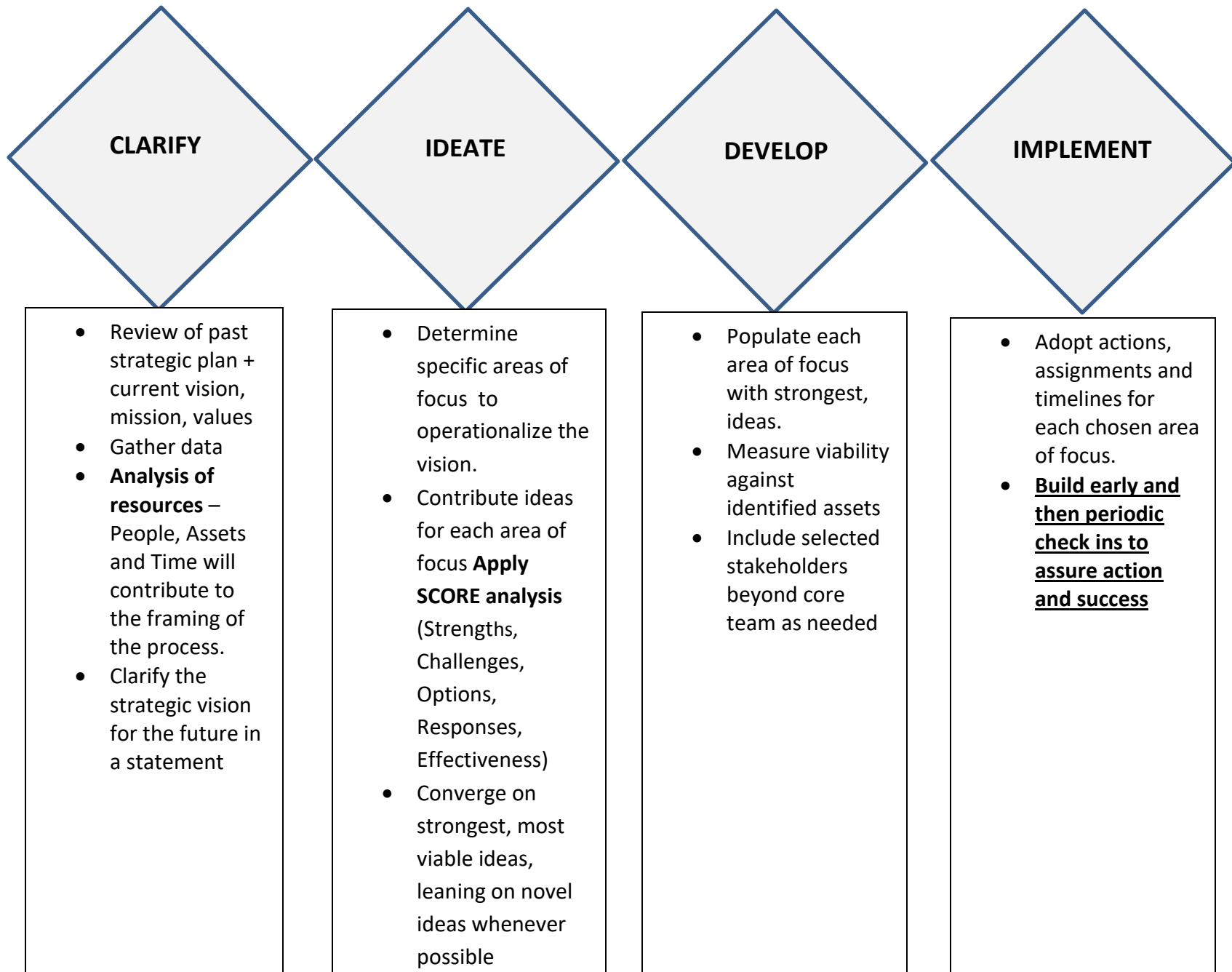
## The creative process



# What drives CPS..



## STRATEGIC PLAN FLOW





<b>Creative Problem Solving Process</b>	<b>Strategic Planning Process</b>	<b>Variables</b>
<p><b>Clarify your Need</b> – Includes:</p> <ul style="list-style-type: none"> <li>• Naming the vision</li> <li>• Gathering Data</li> <li>• State the challenges ahead</li> </ul>	<ul style="list-style-type: none"> <li>• Gather data to support, adjust and grow the vision:</li> <li>• Review of past strategic plan + current vision, mission, values</li> <li>• <b>Analysis of resources</b> – People, Assets and Time will contribute to the framing of the process.</li> <li>• Clarify the strategic vision for the future in a statement</li> </ul>	<ul style="list-style-type: none"> <li>• Size of core planning team</li> <li>• Number of people/audiences to engage</li> <li>• Methods of engagement</li> <li>• Projected date of plan implementation</li> </ul>
<p><b>Ideate</b></p>	<ul style="list-style-type: none"> <li>• Determine specific areas of focus to operationalize the vision.</li> <li>• Contribute ideas for each area of focus</li> <li>• <b>The SCORE analysis</b> (Strengths, Challenges, Options, Responses, Effectiveness) will be applied to any methods of data gathering whether by survey or focus group.</li> <li>• Converge on strongest, most viable ideas, <i>leaning on novel ideas whenever possible</i></li> </ul>	<ul style="list-style-type: none"> <li>• Number of focus areas</li> <li>• Methods of idea gathering</li> </ul>
<p><b>Develop your Plan</b></p>	<ul style="list-style-type: none"> <li>• Populate each area of focus as action-oriented ideas.</li> <li>• Measure viability against identified assets</li> <li>• Include selected stakeholders beyond core team as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Number of focus areas</li> <li>• Methods of idea gathering</li> </ul>
<p><b>Plan for Implementation</b></p>	<ul style="list-style-type: none"> <li>• Adopt actions, assignments and timelines for each chosen area of focus.</li> <li>• <b><u>Build early and then periodic check ins to assure action and success.</u></b></li> </ul>	<ul style="list-style-type: none"> <li>• Resources</li> <li>• Projected date of Implementation</li> <li>• Projected length of plan</li> </ul>

## What's not in the grid that is important for Mount Irenaeus

The grid represents the process all clients are guided through. Following my research I believe there is much value in mining **The Presence** that is a significant part of the Mount experience. A comment in one video points toward a custom, deep and viable planning process by following the Franciscan discipline of **Reflect and Respond** to bring “a sense of continuity and unity with all that's around here.” As much a part as the grounds and the events, I suggest there is great value by honoring the experience lived each day by the friars in residence and on itinerancy, harvesting answers to the question posed by Father Dan,

**“What the heck is happening and what are we going to do with what's going on?”**

This sense of continuity and unity resonates with my expertise in Creative Problem Solving(CPS). I have found the richest successes follow remaining open as long as possible to make room for the unknown, the unexpected. Some might call them gifts from beyond our view. That said, I am also laser focused on following the grid, guiding you through the process to a clearly defined set of actions that inspire and are viable in the time you wish to see them accomplished.

Rather than seeking answers to direct questions like “what's working”, “what isn't”, or “what should we be doing” CPS begins a strategic planning process with open-ended experiential questions that lead to your visitors and supporters pulling from their authentic Mount experience and opening us to their feelings which are essential data to build the path forward.

### **Some suggested questions:**

What is the essence of the Mount?

What gifts have you received from your time at the Mount?

Was your mount experience all that you had hoped? What would have made it so?

What have you brought to the Mount community?

What have you taken from the Mount out into the world?

How does “Make all things new” manifest in your life and actions?

### **Recent Planning Work References:**

Pat Whalen – Director, Niagara Global Tourism Institute, 716-481-8051

Grazyna Reibandt – Clinical Pharmacy Service Director, Roswell Park Comprehensive Cancer Center, 716-512-4888

Bob MacDonald, Commercial Deposit Product Manager, 716-867-7579