# Activity: Using creativity tools

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**Managing Innovation**

# Activity: Using creativity tools

1. Choose a problem to work on or select one from the list below.

- How to reduce waiting time in a busy coffee shop?

- How to persuade people in a busy office to recycle more?

- How to improve the flow of people round a busy museum/art gallery and avoid bottlenecks at key famous exhibits?

- How to speed up the marking and coursework return process for students in large (100 plus) classes?

- How to improve the quality of service in a bank?

2. Now try using the following tools to help explore and perhaps give you some useful clues to developing new solutions

Fishbone (cause and effect) diagrams

Levels of abstraction

How to statements