

Problem Solving



Workshop Content:

This half day Problem Solving workshop will review the following:

- **What is problem solving?**
- **Why problem solve and when to use**
- **The players in problem solving**
- **Roles and responsibilities**
- **7 step process to problem solving**
- **Problem solving exercise**
- **Problem solving techniques**
 - **Root cause analysis**
 - **Fishbone analysis**
 - **Pareto chart**
 - **Force field analysis**
- **Practice session**

The workshop is designed for active participation with breakout exercises and practice sessions. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: Half Day

Introduction:

Successful organisations recognise that critical thinking and problem solving can significantly enhance business potential. Sometimes the same problem can occur again and again and be time consuming to deal with. By identifying the 'root cause' of the problem, controls can be implemented to prevent problems recurring.

The Problem Solving skills workshop focuses on identifying how to solve problems using a '7 Step Process' in order to generate solutions. You will identify the different players in problem solving, their roles and responsibilities and practice problem solving using techniques learnt.

Course Aim:

To enable participants to understand the steps taken in problem solving and to learn and apply practical and creative problem solving techniques for defining the problem, analysing the causes, generating and selecting solutions, planning actions and monitoring results.

Training Suitable For:

This problem solving workshop is suitable for people who want to improve their problem solving capabilities and learn techniques to apply creativity and critical thinking skills to their decision-making process.

Learning Objectives:

- To understand what problem solving is and when to use it
- To identify the different players in problem solving and their roles and responsibilities
- To understand a '7 Step Process' to problem solving
- To practice problem solving and complete a problem solving exercise
- To understand various problem solving techniques that can be used
- To practice problem solving using a 'Fishbone Analysis'
- To practice problem solving using 'Force Field Analysis'
- To make better decisions through critical thinking and creative problem solving

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