

Course Outline - **Problem Solving**

Description: Common problems are just that - all too common. What you need is a common language and approach to problem solving across the entire organisation. This course assists organisations in developing a standardised, yet flexible process that integrates easily into any current company format.

Objectives: At the end of the course students will have a good understanding of the need to use time-saving systems to record and solve problems, and appreciate the use of the mind for logical thought rather than as a storage house for information.

Pre-Requisites No previous knowledge is required

Duration: One or two days

Introduction

Using a six step model
Accepting ownership of problems
Problem-solving vs. decision-making
It's a learning process

Understanding the Problem

Assessing the problem
Thinking logically and constructively

Collecting Information

Searching for information
Asking the right questions
Talking to the people who matter
Tapping other sources
Presenting the facts

Getting to the Root of the problem

Identifying the gap
Separating symptoms and causes
Identifying the root cause
Using other techniques
Identifying outcomes and restraints

Selecting the Options

Examining all available solutions
Asking questions
Exploring common pitfalls
Thinking laterally
Developing a single option

Choosing the Best Solution

Reaching an effective decision
Deciding how to decide
PMI – Plus, minus, interesting
Taking the logical route
Relying on your instincts
Avoiding the pitfalls

Getting it Solved

Building a visual plan
The art of delegation
Maximising your chances
Making things happen
Learning from your results

