



Your Needs:

“This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you.”

Accelerated Learning:

“We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions.”

What You Get:

“As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards).”

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Problem Solving

(1 day)

“Inside every problem is an opportunity waiting to get out!”

Benefits of attending this course...

If we can avoid problems in the first place, or speedily fix those which we already have, then we can minimise their impact on our working day. On the other hand, potential problems can force through much needed change which, if carefully managed, could benefit the business.

The purpose of this course is to raise awareness of different problem types and to provide experience in a range of powerful problem-solving techniques.

Who is it for?

Those who need to resolve problems at work or turn potential problems into opportunities.

Objectives

By the end of the training you will be able to...

-  Identify different problem types.
-  Select an appropriate method to tackle a particular problem.
-  Ensure that potential problems are either avoided or exploited.
-  Adopt a quality-focused approach to work.

Content

- ✓ The importance of following a disciplined approach.
- ✓ Barriers to problem solving (and how to avoid them).
- ✓ Situation analysis (including the use of Pareto and S.W.O.T).
- ✓ Problem analysis (including the ‘Is’ and ‘Is Not’ approach).
- ✓ Identifying causes and possible solutions from the evidence.
- ✓ Solving ‘fuzzy’ problems with ‘Creative Thinking’ techniques.
- ✓ Root Cause Analysis (an introduction to ‘fishbone’ diagrams).
- ✓ Quality concepts, and the value of ‘Continuous Improvement’.
- ✓ How to identify potential problems and assess risks.
- ✓ Problem solving in action – applying the techniques in the field.