

accounting & finance portfolio

Problem Solving for Accountants

Most finance professionals solve at least one problem every day of their working lives, but rarely stop to consider the methods they use to achieve this until faced with a potentially significant issue.

This course looks at how to identify and analyse a problem to successfully establish the root causes and then use a variety of problem solving techniques to develop, assess and implement solutions. Problem Solving for Accountants covers everything from the collection of data to who to involve in the process, and how to ensure that the solution achieves the desired outcomes. Practical exercises and activities ensure that professionals have plenty of opportunity to try out a wide variety of problem solving tools and strategies.

Problem Solving for Accountants enables the learner to:

- Understand the importance of correctly identifying and analysing problems
- Improve the core skills used when problem solving to become more successful at identifying solutions
- Widen their range of options by exploring both analytical and creative approaches
- Maximise their chance of finding an effective solution by ensuring key stakeholders contribute
- Research and plan problem solving exercises effectively to manage the process smoothly
- Understand how to develop, assess and implement solutions that minimise the risk of a problem reoccurring



Learning outcomes

Deconstructing the problem

- How do I identify the problem?
- Is it worth tackling my problem?
- Who do I need to involve in deconstructing the problem?
- How do I make sure I understand the problem?

Using analysis.

- What is the analytical approach?
- What information do I need to gather?
- How can I gather the information I need?
- How can I analyse the data I've gathered?
- How can I measure and present the data I've gathered?

Using creativity.

- Why is creativity important in problem solving?
- How can I encourage creative thinking?
- What tools can I use in the creative approach?
- What do I do with the output of creative sessions?

Developing a solution.

- How do I come up with potential solutions?

- Who needs to be involved in developing the solution?
- How do I know which is the right solution?
- What do I need to do once I've come up with a solution?
- How do I implement the solution?

Target audience

This course is designed to appeal to all staff. Less experienced staff will find that the course will help them understand the process and be more effective at problem solving. More experienced or senior people will value the opportunity to spend time reviewing their approach to problem solving techniques.

Duration: 3 hours

Additional services

Tailoring: include your examples and issues to ensure the course is relevant and engaging.

See also: *Networking Skills for Accountants, Project Management for Accountants, Coaching Skills for Accountants, Leadership Skills for Accountants.*