

publishing portfolio

Problem Solving

Most 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 the key skills needed to successfully identify, analyse and solve problems. 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 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 have gathered?
- How can I measure and present the data I have 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 a 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.

Additional services

Blended learning: ½ day workshops available.

Tailoring: include your examples and issues.

See also: *Effective Communication, Managing Workload, Managing Relationships, Managing Your Behaviour at Work, Negotiation Skills, Networking Skills, Project Management, The Internal Sales Person.*