

PROBLEM-SOLVING

Proven techniques to solve any business challenge

◆ ABOUT THE COURSE

We are all faced with problems at work and solving them well is one of the most important skills we can have. Yet we often go round in circles trying to identify what the best solution is, and even then, we do not implement it effectively or efficiently. We would all fare better if we learnt techniques we could use to deal with problems logically and robustly.

In this session, you will learn different systematic approaches for solving problems.

◆ SESSION AGENDA

- 01 Understanding Problems**
Learn how to move beyond symptoms and identify the root causes of workplace challenges.
- 02 Exploring Causes**
Use structured thinking to examine the different factors contributing to a problem.
- 03 Learning from Mistakes**
Develop a positive approach to mistakes by turning them into opportunities for learning and improvement.
- 04 Collaborative Problem Solving**
Discover techniques for involving others to generate ideas, build consensus and solve problems together.
- 05 Testing Solutions**
Learn how to trial new ideas, evaluate what works and make informed improvements.

◆ INTERACTIVE EXERCISES

The 5 Whys

Work through a problem statement, ask why five times, then suggest a counter measure.

Build Your Fishbone

Define a problem, then map the major factors and possible causes onto the fishbone template.

Mistake to Opportunity

Take a recent mistake, turn it into an opportunity and reflect on what you have learnt.

Brainstorm in Rounds

Run a structured brainstorm in pairs and fours to generate and share ideas as a group.

◆ LEARNING OUTCOMES

- ◆ Develop a systematic approach to identify and define problems.
- ◆ Strengthen your critical thinking skills to assess complex situations and uncover root causes.
- ◆ Gain the ability to create innovative solutions to overcome workplace challenges.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.