



Program length: 8 hours

Audience: This program is intended for anyone who can benefit from using a structured, effective approach to solving business related problems.

What you will learn:

- How to solve problems effectively and efficiently
- How to apply a three phased approach to problem solving
- How to leverage problem solving tools and techniques

Module 1: Defining problem solving

- What is problem solving?
- Use of problem solving techniques
- Problem solving activity

Module 2: Identifying the problem

- Defining the problem
- Assembling a problem solving team
- Brainstorming as a problem solving tool

Module 3: Evaluating the problem

- Affinity diagrams
- Fishbone diagrams
- Flow diagrams
- Creating and testing a hypothesis

Module 4: Deciding how to solve the problem

- Reviewing and re-evaluating information
- Confirming a resolution
- Implementing a resolution
- Debriefing the problem solving process
- Real problems, real solutions activity