



Course Outline

Leadership and Management Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Problem Solving

Overview

The ability to tackle problems calmly and rationally is vital if the root cause is to be determined and a lasting solution found. When faced with totally new problems however, a more creative, unstructured approach may be needed.

This course will provide you with practical guidance in tackling a wide range of problem types, decision making situations and planning methods.

Outcomes

By the end of this course, you will be able to:

- list the 8 steps in the problem solving cycle
- identify the barriers to problem solving and how to avoid them
- recognise the value of creative thinking when problem solving
- Identify different problem types and select & apply appropriate techniques to resolve them
- recognise the problem situations that you are likely to encounter in the workplace.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 day

Key Areas Covered

- The problem solving cycle.
- Barriers to problem solving.
- Creative thinking.
- Common blocks to creative thinking.
- Situation analysis.
- Common problem types.
- Problem analysis.
- Brainstorming.
- Unlocking your creative thinking.
- The Pareto principle.
- Cause & Effect analysis.
- Force Field analysis.
- S.W.O.T. analysis.

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