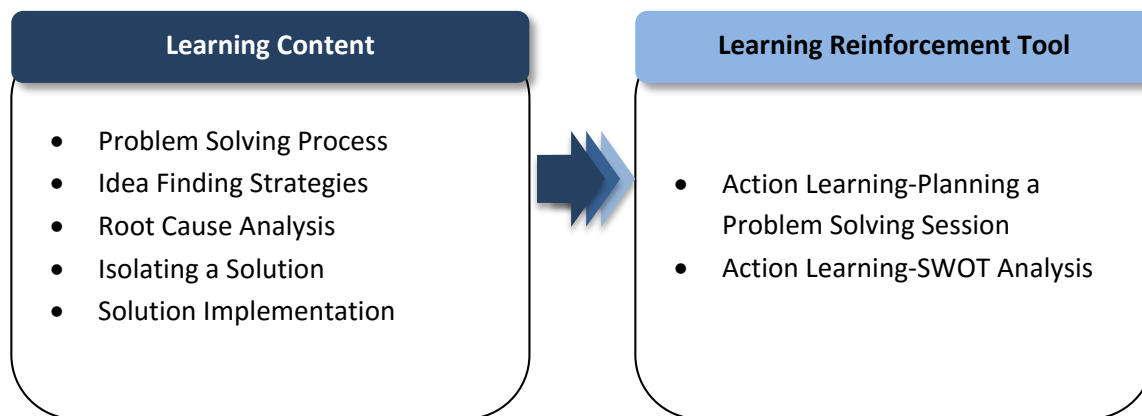## Problem Solving

Organizations have the opportunity to maximize performance when employees at every level have the skills to solve problems. Solving problems requires being able to analyze a situation from multiple perspectives and apply creative thinking skills to arrive a the best solution.

Participants learn a proven systematic process for defining problems, identifying the true cause of a problem and generating creative solutions.

Program Outcomes

- Apply a systematic process to thoroughly define a problem
- Distinguish between cause and effect and evaluate data to move from possible causes to the most probable cause
- Apply a systematic process for developing creative solutions to problems
- Apply the problem solving process to both human and non-human performance problems
- Engage stakeholders in the process

Learning Process

Learning Content	Learning Reinforcement Tool
• Problem Solving Process • Idea Finding Strategies • Root Cause Analysis • Isolating a Solution • Solution Implementation	• Action Learning-Planning a Problem Solving Session • Action Learning-SWOT Analysis

Program Length   8 Hours

Potential Applications

All or part of this course could be part of a solution to help organizations with the following:
- As part of the launch of a project team
- To build consistency and create a common problem solving language in the organization
- Company beginning a performance improvement program
- Organization seeking to improve results by engaging diverse perspectives in the problem solving process