



## Business Problem Solving Training

Problem solving is a part of work life. By acquiring an understanding of the principles of problem solving and honing their skills employees can enhance productivity and motivation in the workplace.

Moreover if your team already possesses a foundation, in problem solving this training session will serve to refine their abilities and enable them to gain experience in tackling various challenges.

Throughout this training course participants will develop a mindset that fosters effective problem solving. This in turn will lead to solutions insightful thinking and greater opportunities, for growth.

## **Course Overview**

The initial part of the workshop will be dedicated to familiarizing participants with one another and discussing the agenda for the day. Additionally students will have the chance to identify their personal learning goals.

**By the conclusion of this one day workshop participants will acquire the skills;**

- Implement problem solving techniques and tools
- Analyze information to accurately define problems.
- Identify suitable solutions to address problems.
- Cultivate creative thinking and contribute as an effective member of a problem solving team.
- Determine the approach, for decision making.
- Develop strategies for implementing, assessing and following up on decisions.
- Avoid mistakes in decision making.

## **Definitions**

To begin participants will explore the meaning of problem solving and decision making. They will also learn about the eight elements involved in defining a problem through application in a simple case study.

## **Getting Real**

Subsequently participants will assess their existing approaches, to problem solving. This exercise will enable them to evaluate their methods

## **The Problem Solving Model**

During this session participants will be introduced to a three phase model that can be applied to resolve issues. Additionally they will have an opportunity to apply this model to two different case studies.

## **Case Study**

Lastly participants will engage in a comprehensive case study activity that aims to reinforce and apply the concepts learned throughout the workshop.

### **Getting Prepared**

Dealing with business challenges can be quite different, from addressing problems. In this session we will guide participants on utilizing SWOT analysis within their organization.

### **Making Effective Group Decisions**

Moving forward participants will gain insights into factors that're essential, for successful group problem solving.

### **Choosing Solutions**

This session will focus on the phase of the problem solving model; reaching a decision.

### **Planning and Organization**

To wrap up the course participants will acquire skills in completing the stage of the problem solving model. The topics covered include organizing and planning a solution conducting follow up analysis evaluating outcomes adapting to changes and acknowledging achievements.

### **Concluding the Workshop**

Towards the end of the course students will have an opportunity to ask questions and create an action plan.

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