Palomino Training Solutions
specialists in corporate training

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Problem-Solving Training (1 day)

Course Overview

Fact: With more efficient problem-solving skills, companies can reduce time wastage as well as increase their bottomline.

Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems.

If you are tired of applying dead-end solutions to recurring problems in your company, this workshop should help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions that you will be confident in.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

Everyday managers and staff who tackle issues and make decisions affecting the performance of their business.

Course Outline

SECTION 1:   *Increase awareness of Problem-Solving Steps and Tools*

1. **The Steps in Problem-Solving (The Problem-Solving Model)**
    a. Phase One: Problem Identification
        i.   Perception
        ii. Definition
        iii. Analysis
    b. Phase Two: Decision Making
        i.   Solution-Generation
        ii. Evaluation
        iii. Decision-making
    c. Phase Three: Planning and Organising
        i.   Plan a course of action
        ii. Implement Plan

2. **The Problem-Solving Toolkit**
    a. The Lasso
    b. Is/Is Not
    c. Graphics
    d. Basic Questions
    e. Break it Up
    f. Force Field Analysis
    g. Generalise/Exemplify

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    h. Expert
    i. Fishbone (cause and effect diagram)
    j. SWOT Analysis

SECTION 2: **_Distinguish Root Causes from Symptoms to Solve Problems the Right Way_**

1. Root cause VS symptoms
2. Making Win-Win Decisions
3. Problem Solving Defined
    a. Types of Problems
    b. Approaches to Problems
    c. General Characteristics of Problems
4. Solving Problems the "Right" Way
5. Legitimising Problems

SECTION 3: **_Improve Problem-Solving Skills by Understanding Own Style_**

1. Different Problem-Solving Styles Explained
    a. The Accommodators
    b. The Converger
    c. The Diverger
    d. The Assimilator

SECTION 4: **_Identify ways to think creatively and work towards creative solutions_**

1. The Solution-Generation Toolkit
    a. Brainstorming
    b. Checkerboard
    c. Cut up solutions and move them around
    d. Look at what others have done
    e. Pre-Determined Criteria
    f. Pro's and Cons (Advantages and Disadvantages)

SECTION 5: **_Develop the Confidence to Tackle Problems Efficiently and Effectively_**

1. Ten ingredients for good decision-making
2. Confidence in making the right decision
3. Be aware of the decision-making pitfalls