

Successful Problem Solving

This course is vital for team leaders and managers who need to solve a range of customer or organisational problems quickly and efficiently – often working under pressure to meet demands for quick and effective solutions.

The course will help you work systematically through a proven set of problem solving steps. It will help you to think broadly about problems, considering their impact as well as the symptoms.

It will develop a range of analytical and decision-making skills to help you reach more creative and robust solutions to common customer and organisational problems.

Course Objectives

By the end of the course, delegates will:

- ✓ Increase team and customer satisfaction through more effective problem solving
- ✓ Use a systematic problem solving process
- ✓ Establish problem causes as well as symptoms
- ✓ Find more creative and effective solutions to problems

Target Audience

Those dealing with complex customer, departmental or organisational problems.

Duration

2 days

Content

- What makes a good problem-solver?
- Barriers to effective problem-solving
- Step 1 - Problem recognition and definition
 - Information collection
 - Brainstorming techniques
 - The problem definition
- Step 2 - Problem cause analysis
 - Uncovering causes
 - Option evaluation
 - Analysing cause and effect
- Step 3 - Developing the resolution approach
 - Considering the problem impact
 - The hierarchy of solutions
 - Generating solution options
 - Evaluation and decision-making
- Step 4 - The resolution plan
 - Elements of the plan
 - Gaining acceptance and agreement
 - Contingency planning
- Step 5 - Communicating and implementing the solution

Learning Methods

Trainer's input, discussion and numerous practical exercises make this an exciting, enjoyable and motivating programme.

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