

Content

Process

- what's the problem?
 - four step process
- the link between problem solving and decision making
 - root cause analysis
 - 'framing' the question

Techniques

- being creative; creating the environment to be creative
- stimulating and generating ideas
- harnessing the creative power of others
 - problem solving techniques

Personal style

- identifying your preferred problem solving style
- the strengths and limitations of your preferred style
- removing blocks and barriers.

Problem Solving and Decision Making

Business Skills

Solving problems and making sound decisions are essential business skills.

You would like the opportunity to explore your own problem solving style, the impact it has on others and how you can harness the creative energy of those around you to maximise the effectiveness of your business decisions.

Before a problem can be solved, it must be accurately specified. Too often, time is wasted at work trying to solve the wrong problem, or addressing side issues. This programme provides insights that will stop that happening.

Benefits

By the end of the programme you will be able to:

- employ four distinct steps for solving any problem
- appreciate the linkage between problem solving, decision making, creativity and innovation
- explore and accurately specify a problem
- use a range of problem solving techniques to address business challenges
- understand your preferred problem solving style and how to develop your capability
- foster a more creative approach to problem solving with colleagues at work.

Approach

This is a lively one day programme. Practical exercises led by the facilitator are punctuated by periods of reflection and discussion to allow participants to think about how to adapt behaviour and apply their learning back at work.

Who should attend?

Anyone with ownership for or involvement in problem solving at work.

Programme information

Duration: One day
Price: £375 (excluding VAT)

Dates and locations:
13th March 2008 • Midlands
3rd December 2008 • London
25th February 2009 • Surrey

For further details please call John Baldwin on 01306 621600.

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