Solve The Problem - Find Solutions

SmartStyle Training

Module One - Introduction
- Why People Fail to Solve Problems
- Skills involved in Solving Problems
- Sources of Problems

Module Two - Recognition & Definition
- How to Recognise & Define Problems
- The Importance of a Process
- The Stages of Problem Solving & Decision Making
- Defining Causes not Symptoms

Module Three - Sourcing & Validating Information
- Identifying Relevant Information
- Collecting & Recording Information
- Validating Sources
- Analysing & Interpreting Information

Module Four - Problem Solving Techniques
- SWOT Analysis
- Using the Fishbone Model
- Using Information to Form Solutions

Module Five - Developing Solutions
- Adapting the Mindset – Changing Gear
- Past Solutions
- Napoleon Techniques
- Organised Random Search
- The SCAMPER Approach:
  - Substitute
  - Combine
  - Adapt
  - Modify
  - Put to Other Use
  - Eliminate
  - Rearrange
- Random Idea Generation

Module Six - Implementation
- Matrix Analysis
- Force Field Analysis
- Scenario Planning
- Applying the Right Approach to each Situation
- Implementing Solutions

Course Duration: 1 Day

Price Per Delegate: £345
(Public Scheduled Course)

Price Per Course: £1,245
(On-Site at Customer Premises)

Suitable For:
Anyone requiring a robust and transparent approach to resolving problems. The course aims to give people the confidence to deal with problems rather than ignore them or resolve them with 'quick fixes'. The course focuses on tools and techniques to identify priorities to work on and generate effective solutions that prevent issues recurring.

Learning Outcomes:
By the end of the course, delegates will be able to:
- Identify the root cause of problems
- Source and collate information related to the problem
- Generate solutions to problems
- Evaluate and implement possible solutions
- Prioritise issues
- Utilise proven practical tools to support problem solving in the workplace
- Be confident in their own ideas based on a clear process