
Problem Solving Techniques

Aim

This course introduces basic and complex problem-solving approaches, with the use of analysis skills to implement solutions that effectively manage and resolve issues.

Audience

This course is aimed at people wishing to develop and/or update their skills to identify and solve complex problems that will be beneficial in work and personal life.

Duration

One day.

Course Outcomes

After completing this course, students will know how to:

1. Define the basic problem-solving approaches to effectively identify, manage, and solve problems.
2. Identify problem-solving techniques in the corporate world by identifying the necessary skills of a problem solver and knowing about different corporate cultures.
3. Work through the problem-solving process of identifying the problem, generating and implementing a solution, and confirming the elimination of the problem.
4. Use different critical thinking and information analysis skills such as reasoning, logic, quantitative analysis, and qualitative analysis.
5. Create and manage problem-solving teams by knowing how to conduct effective meetings and motivate team members.

Course Content

Problem solving basics

- Fundamentals of problem solving
- Effective problem-solving approaches

Problem solving in the corporate world

- Problem solvers
- The corporate problem-solving culture

Problem-solving process

- Identifying problems
- Committing to a solution
- Confirming problem elimination

Critical thinking and information analysis

- Critical thinking
- Quantitative analysis
- Qualitative analysis

Problem-solving teams

- Managing problem-solving teams
- Driving a successful team