Problem Solving Training Description

What is Problem Solving?

- Why people fail in solving problems?
- What are the helpful attitudes that can help to solve problems more efficiently?
- What are the ideal roles in a productive meeting?
- What techniques help to improve problem solving?

Defining the Problem

- What techniques are helpful in systematically exploring a problem domain?
- How to search for root causes of problems and visualize this using a powerful technique?

Generating Ideas

- How to generate lots of ideas as a group and methodically organize them as they are generated?
- How to use a powerful visual technique to increase the creativity of a group in coming up with new ideas?
- How to avoid killing new ideas before they can be given a chance?
- How to get a group to cooperate with each other when solving a problem rather than competing with each other?

Brainstorming

- What should you do to improve your brainstorming sessions?
- What are good questions to ask in a meeting or when someone suggests an idea?
- What are bad questions?
- What are commonly used brainstorming techniques?
- What are their strengths and limitations?

Decision Making

- How to take advantage of a number of powerful qualitative decision making techniques to decide on a course of action?
- How to use a system that helps to look at making a decision from many angles?

Planning

- What is a Work Breakdown Structure?
- How can you use Gantt charts to plan?
- How to analyze work package dependencies to find out how late a work can finish without affecting the overall schedule?
- How to analyze requirements to make sure you only focus on those that matter the most and can

prioritize your plan?

By the end of this course the delegates will be able to:

- **Avoid attitudes that hinder problem solving** and adopt those that increase your chances of success
- Explore and **define the problem systematically** by viewing it from different angles and search for root causes
- Methodically **generate ideas** and use **visual techniques** to organize them into meaningful logical categories
- Use a number of established **brainstorming techniques** to search for solutions by maximizing **idea generation**, **participation and creativity**
- Make **qualitative decisions** by evaluating various aspects of potential solutions using a systematic method
- Plan to implement your solution by **scheduling, analyzing critical parts** of the plan, managing resources and carrying out a **requirements analysis**
- Use problem solving techniques to **address issues as a group**