Developing Effective Problem Solving Skills for the Workplace

1. Do you often face challenges that require quick and effective solutions?
2. Are you looking to enhance your ability to identify root causes and develop innovative solutions?
3. Would you like to improve your decision-making skills and drive continuous improvement in your organisation?

Introduction

In the fast-paced and ever-changing business environment, the ability to solve problems efficiently and effectively is a critical skill for professional success. Whether you're facing routine challenges or unexpected crises, strong problem-solving skills enable you to navigate obstacles, make informed decisions, and drive continuous improvement. "Developing Effective Problem Solving Skills for the Workplace" is designed to equip participants with the tools and techniques needed to tackle complex problems with confidence and creativity.

This program covers a comprehensive range of problem-solving methodologies, from identifying and defining problems to generating and implementing solutions. Participants will explore both analytical and creative approaches, learning how to apply structured frameworks and think outside the box. Through practical exercises and real-world examples, this course ensures that participants can immediately apply their new skills in their professional roles.

Program Objectives

This program aims to:
- Introduce participants to various problem-solving techniques and frameworks.
- Enhance participants' ability to analyse problems and identify root causes.
- Equip participants with creative and analytical skills to generate effective solutions.
- Develop participants' decision-making capabilities and confidence.
- Foster a proactive approach to problem-solving in the workplace.

Learning Outcomes
After completing this program, participants should be able to:
- Identify and define problems clearly and accurately.
- Use structured problem-solving frameworks to analyse issues and determine root causes.
- Generate a range of potential solutions using both creative and analytical methods.
- Evaluate and select the most effective solutions based on logical criteria.
- Implement solutions effectively and monitor their impact.
- Apply problem-solving skills to drive continuous improvement and innovation in their organisation.

Who Should Attend?

This program is ideal for:
- Managers and team leaders who are responsible for solving problems and making decisions.
- Business professionals who want to enhance their problem-solving abilities.
- Project managers and coordinators who face complex challenges in their work.
- Employees at all levels who are involved in process improvement initiatives.
- Anyone seeking to develop their critical thinking and problem-solving skills.

Methodology

Slides presentation, case studies, presentation, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	**Introduction to Problem Solving** Participants will learn the importance of problem-solving skills in the workplace and be introduced to different types of problems. This module will cover the basic principles and steps involved in the problem-solving process.
10.30am-11.00am	**Morning Break**
11.00am-1.00pm	**Problem Identification and Definition** This module focuses on identifying and clearly defining problems. Participants will learn techniques for problem identification, including stakeholder analysis and problem statements, and practice framing problems accurately.
1.00pm-2.00pm	**Lunch**
2.00pm-3.30pm	**Root Cause Analysis** Participants will explore methods for analysing problems to identify their root causes. This session covers tools such as the 5 Whys, Fishbone Diagram (Ishikawa), and Pareto Analysis, with practical exercises to apply these tools.
3.30pm-4.00pm	**Tea Break**
4.00pm-5.00pm	**Creative Problem Solving Techniques**

Time	Day Two
	This module introduces creative problem-solving techniques such as brainstorming, mind mapping, and lateral thinking. Participants will engage in activities to generate innovative solutions to complex problems.
9.00am– 10.30am	**Analytical Problem Solving Techniques** Participants will learn analytical problem-solving techniques, including SWOT Analysis, Cost-Benefit Analysis, and Canvas. This session will focus on applying these techniques to evaluate potential solutions.
10.30am-11.00am	**Morning Break**
11.00am-1.00pm	**Decision Making and Solution Implementation** This module covers the decision-making process, including selecting the best solution and planning for implementation. Participants will learn how to create action plans and allocate resources effectively.
1.00pm-2.00pm	**Lunch**
2.00pm-3.30pm	**Monitoring and Evaluating Solutions** Participants will explore methods for monitoring and evaluating the effectiveness of implemented solutions. This session includes developing key performance indicators (KPIs) and conducting follow-up assessments.
3.30pm-4.00pm	**Tea Break**
4.00pm-5.00pm	**Applying Problem Solving Skills in the Workplace** In this final module, participants will apply their problem-solving skills to real-world scenarios relevant to their professional roles. This session includes group exercises, case studies, and peer feedback.