

Problem Solving Skills (Tier 1)

1 Day

Description

This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.

Prerequisites

- None

Objectives

- ✓ Describe strategies for solving problems logically.
- ✓ Examine strategies for defining the true issue of a problem.
- ✓ Identify strategies for solving problems methodically.
- ✓ Examine business strategies for acquiring decision acceptance when problem solving.

Starting to Solve Problems

- The Problem-Solving Process
- The Nature of Groups
- Tools for Problem Solving
- Problem-Solving Approaches

Identifying the Problem

- Determine the Problem
- Investigate the Problem

Determining the Solution

- Analyze Problems Creatively
- Consider Alternate Solutions
- Choose the Best Solution
- Solutions to Group Problems

Accepting a Decision

- Sell Your Solution
- Implement Decisions