

# PROBLEM SOLVING PROGRAMME



*Sample Agenda only – The actual content for all Beacons' programmes is tailored to participants' needs via a short questionnaire beforehand, with time spent on the areas which are of greatest concern and maximum value to participants.*

## **Objective**

To encourage greater creativity and to learn systematic techniques to resolve problems and business blockages.

## **Session overview**

Many hands make light work – this session looks at developing greater creativity and using all the different skills and knowledge of the team around you to help solve problems. It also shows you how to fix problems faster and more reliably, by always using a structured approach.

This is a highly practical workshop that includes several practical exercises for participants to develop their problem solving skills.

## **Numbers**

5-10 Delegates

## **Content overview**

1. A process for problem solving – FAST
2. Defining the problem– goal clarity
3. Identifying the root causes – Fishbone diagram. Pareto principle 80-20 rule
4. Practical problem solving activities – to practice what's being discussed
5. Developing solutions – Brainstorming. Lateral thinking. Mind mapping
6. Implementing solutions – SMART, Risk analysis, Important v Urgent

## **On completion of this course delegates will be able to:**

- Use a range of tools and skills to fix problems more easily and more effectively
- Develop their creative behaviour and overcome blockages to idea generation
- Work as a more effective team with others to resolve problems
- Use a structured approach to problem solving
- Apply these skills in practical situations back at work.

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