

Determining the best solution requires a problem-solving process

Identifying the problem and the cause, selecting and implementing the best solution, and determining feedback and follow-up

## Solving Workplace Problems

### Purpose

*Solving Workplace Problems* develops a five-step process thread that combines a variety of methods to provide an effective approach to solving simple to complex organizational problems. Each step of the process is explained in detail.

This program provides an effective approach and the tools necessary for improving current processes that organizations use to solve organizational problems. Participants will learn how to identify the problem, identify the cause, select the best solution, implement the solution, and determine what feedback and follow-up will be required.

### Objectives

Participants completing *Solving Workplace Problems* will be able to

- Follow an orderly, step-by-step, problem-solving process.
- Write problem statements that clearly define problems encountered in work situations.
- Assess the contexts of problems.
- Analyze the likely root causes of problems.
- Involve team members in evaluating root causes and possible solutions.
- Create plans to implement solutions to problems.
- Agree and support implementation.

### The Training

Offered in Classroom Format

Classroom Time: 4 hours

Supported by realistic video, PowerPoint and participant workbooks

Leader's Guide plus pre- and post-training tests and applications tools

