

OVERVIEW



Problems, risks, issues and challenges are an element of our everyday business lives. How we manage them is up to us. We can view them as obstacles to be removed, or embrace them as opportunities for organisational development and growth.

Too often we treat the symptoms only to find that the problems themselves persist...

WORKSHOP OBJECTIVE

To present participants with effective tools and techniques for uncovering the true causes underlying problems, analysing these causes, generating creative solutions and implementing plans.

TARGET AUDIENCE

This workshop is designed for:

- All staff working within a challenging environment

PREREQUISITES

There are no prerequisites for attending this workshop.

PRE-COURSE WORK

Participants are required to identify one or two current/recent work-related problems/issues in which participants are directly involved, and the process they followed/are following in order to manage these problems. Managers are also asked to assist in ensuring on-the-job transfer and application of workshop learning.

LEARNING OUTCOMES & FACILITATION

Successful completion of this workshop will enable participants to:

- Clearly identify and define a problem
- Investigate the components and apparent causes of a problem
- Use appropriate creative techniques to explore possible solutions
- Use appropriate analytical techniques to narrow alternatives and make a sound decision
- Understand their usual approach to problem-solving/decision-making, and achieve their action plan

Facilitators of this workshop will use a scenario-based delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

7 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED

PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.



Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 7 PDUs for their participation in this workshop.

DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook containing training materials, tools, templates and checklists, ready for use.

Our participants are also entitled to complimentary telephone consultation/advice within 60 days of workshop completion.

ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion.

Follow-up assignments are not part of this workshop offering, but may be estimated, designed and conducted upon request.

OPTIONS & CUSTOMISATION

Optional training modules may be added to this workshop:

- Additional day/s to cover a greater depth and practical application practise scenarios.

Or

- This workshop may be cost effectively customised to suit your timeframe and business environment using a workplace-based scenario or project.

Workshop Content Summary

- Problem Solving versus Decision Making

- Problem Solving Models

- The 5 Step Guideline
 - Defining the Problem
 - Analysing the Causes
 - Exploring Options and Choosing Solutions
 - Mind Mapping
 - Six Thinking Hats
 - Brainstorming
 - Nominal Group Technique
 - Pareto Principle
 - Kepner Tregoe Decision Tables

- Planning Actions

- Monitoring Results