

Problem Solving with Purpose™

Overview

In this workshop, each participant will use an actual business scenario where a problem needs to be solved. A series of individual and small group action-learning activities are used to help the participant become proficient in differentiating between problems and symptoms by using the tools to solve the right problems and reduce unnecessary work, maximizing resources and return-on-investment. Proven tools and approaches are provided and practiced. A suite of seven unique problem-solving and decision making methods is used to identify issues or potential problems and mobilize the right resources in the organization. At the close of the workshop, the participant will leave with a 100% completed plan that can be used in workplace to achieve defined objectives to meet measurable business results.

Learning Objectives

Upon the successful completion of the course the student will:

- Identify differences between problems and symptoms
- Utilize analogies to communicate and internalize problems
- Calculate the cost of problems
- Write an excellent problem statement
- Execute a complex problem reduction
- Conduct a problem analysis
- Develop a workplace action plan
- Create a feedback measurement system to ensure the workplace action taken is delivering the needed results

Course Topics

Key topics covered within the course include:

- Problem Identification:
 - Cost
 - Description and Statements
 - Dissection
 - Vs. Symptoms
- Problem Analysis:
 - The 5 Whys
 - Double Loop Learning
 - Fishbone Diagramming
 - Group Decision Techniques
 - Nominal Group Brainstorming
- Problem Solving:
 - Objectives, Goals, Tasks and Deliverables
 - Ackoff's System Approach
- Problem Solution Implementation:
 - Prioritization Tool
 - Decision Making
 - Defining Success Criteria
- Creating a Feedback and Measurement System