



## Successful Problem Solving

This eight-hour course, *Successful Problem Solving*, helps participants increase their problem solving skills through techniques proven to improve on-the-job performance and productivity. Working with a simple problem solving model, participants determine how to best approach a problem. Practice activities are used to apply the concepts.

### Program Objectives:

- Recognize the 5 steps in the problem solving process
- Increase knowledge and skills in group problem solving
- Understand personal problem solving style
- Describe the activities for each step of the process
- Use a variety of problem solving tools
- Solve simulated and actual problems

### Course Overview:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment.

### Content:

- **Problem Solving Process:** 5-step problem solving process
- **Personal Style of Problem Solving:** understand personal approaches to problem solving
- **Select Problem to Solve:** how to identify the actual problem
- **Describe the Problem:** creating a clear understanding what to solve
- **Analyze the Problem:** using tools to assure the situation is well understood
- **Identify and Describe the Solution:** creating solutions
- **Implement, Monitor and Evaluate:** how to make sure the problem is actually solved