

Business Problem Solving

Duration: 1 day

Overview:

The New Horizons Problem Solving Program examines the fundamentals of solving business problems. You will consider the need for problem solving, ineffective responses to problems, the elements of an effective solution, and learn the skills needed to for effective problem solving. Participants will also learn how to avoid inappropriate responses to problems, identify types of problem solvers, overcome barriers to problem solving, and identify phases of the problem-solving process. Program activities also cover the process for generating solution options and a method for prioritising problems, the ability to identify a problem's root causes, develop and implement an effective solution, track the success of your solution, and define multiple analysis techniques and different methods to reach conclusions. Finally, you will learn about logical and creative thinking, quantitative and qualitative analysis techniques, reasoning, and conclusions.

Target Audience:

This course will benefit any individual in a problem solving capacity (especially managers) who is having challenges with multiple or recurring problems. It is also for those who lead problem solving teams.

At Course Completion:

Participants will leave the course with a certificate of attendance and an individualised action plan to help support next steps on return to the workplace. More importantly you will have developed skills and knowledge to:

- Have consistency in the problem solving approach
- Ensure adequate resolution is reached
- Have a toolkit of multiple strategies and skills to allow adjustment of approach

Lesson 1: Problem solving basics

- Fundamentals of problem solving
- Discussing problem solving
- Handling problems
- Identifying problems
- Effective problem-solving approaches
- Discussing effective problem-solving approaches

Lesson 2: Problem solving in the corporate world

- Problem solvers
- Identifying problem solvers and their skills
- The corporate problem-solving culture
- Identifying the corporate culture

Lesson 3: Problem-solving process

- Identifying problems
- Analysing the situation
- Gathering information
- Identifying solution criteria
- Committing to a solution
- Generating solutions
- Choosing the best solution
- Implementing a solution
- Confirming problem elimination
- Measuring solution success
- Managing solution project
- Communicating problem-solving changes

Lesson 4: Critical thinking and information analysis

- Critical thinking
- Developing reasoning skills
- Developing logic skills
- Quantitative analysis
- Discussing quantitative analysis techniques
- Examining financial analysis techniques
- Discussing forecasting techniques
- Qualitative analysis
- Discussing qualitative analysis techniques
- Thinking creatively in problem solving
- Using analogies in problem solving
- Discussing mind mapping

Lesson 5: Problem-solving teams

- Managing problem-solving teams
- Building a problem-solving team
- Conducting team meetings
- Driving a successful team
- Encouraging team members
- Interacting with team members