



**THE  
ENTERPRISE  
CENTRE**

---

## **Problem Solving Skills for the Workplace**

**ENT1577**

(2 Days)

### **Objective**

Solving problems is an integral part of the working world. This course will cover the problem-solving process from the recognition of a problem, to determining a structured process for solving it, to considering the human resource requirements, to collecting and evaluating data, and finally to arriving and implementing a solution. It will be valuable to those managers looking to address problems within their organizations.

### **Process**

Participants will be engaged in a variety of small-group exercises designed to stimulate discussion of the topics covered and practice techniques for later use in a work environment. They will engage in discussions, cases and role plays to support the content of the course.

### **Participants will be able to:**

- Recognize problems
- Determine an appropriate, structured problem-solving process
- Decide if the problem can be solved by an individual or a team
- Set up guidelines and processes for teams looking to solve problems
- Establish a plan for problem containment
- Determine when to escalate a problem laterally or vertically in the organization
- Gather and analyze data
- Identify and distinguish basic and root causes
- Arrive at appropriate solutions
- Test their solutions
- Develop an implementation plan