



Problem Solving Tools™

Finding and solving the root cause of workplace problems.

LENGTH

One Day | 8:30am to 4:30pm

TARGET AUDIENCE

Supervisors, Managers, Team Leaders, Project Managers, Senior Professionals.



PROBLEM SOLVING TOOLS

The **PROBLEM SOLVING TOOLS** workshop provides learners with a proven four-step process that ensures that their problem solving efforts are focused on finding and addressing root causes. This workshop provides hands-on tools and templates for accomplishing each step in the problem solving process. Participants come to the workshop with an actual problem in mind and usually leave with a pathway to a sustainable solution.

YOU WILL LEARN HOW TO:

1. Create a standardized process for solving problems within your area of responsibility.
2. Clearly define problems first before attempting to address them.
3. Determine the root cause of the problem.
4. Develop a viable solution to address the root cause.
5. Successfully implement the solution.
6. Continuously improve your problem solving practices.

WORKSHOP AGENDA:

AM

- Welcome and Overview
- Problems, Projects, and Processes
- Application Exercise
- 1 - Define the Problem
- Application Exercise
- 2 - Determine Root Cause

PM

- 3 - Develop a Solution
- 4 - Implement the Solution
- Application Exercise
- Problem Solving Toolkit
- Workshop Wrap- up and Next Steps