

Problem Solving

Overview

Developing original and innovative solutions to problems requires a different level of thinking. Problem solving is about effectively identifying, diagnosing and treating an undesired condition in your organization. This is a proven systematic process to analyze and treat obstacles that stand in the way of your companies goals.

Objectives

- Use a reliable, systematic problem-solving process
- Apply idea generation tools to develop original options
- Identify the value of collaborating with others to solve problems
- Develop a plan to secure stakeholder “buy-in” from influencers
- Strategize how to present the solution in a way that allows people to hear you.

Who Should Attend

This course is for leaders who want to be innovative and solve problems from a different level of thinking.



Problem Solving

- 1. Rigorous Thinking:** Be open-minded and receptive to divergent views. Be curious and seek the truth without personal filters. Think beyond labels.
- 2. Understand the Issue:** This phase has two steps: Define the Issue and Diagnose the Issue. The goal is to solve the root cause of the problem and other aspects of the problem we might not have seen.
- 3. Generate Options:** Look for, push beyond and consider possible new ways to deal with the problem through various brainstorming techniques.
- 4. Evaluate and Choose a Solution:** Before you choose among competing solutions, you must first define your criteria for the solution.
- 5. Present Your Solution:** When generating support for your chosen course of action think about those who will decide, approve, and influence the decision or recommendations as well as those who implement them.
- 6. Follow Through:** Two essential last steps: (a) implement the solution and (b) monitor and evaluate to quantify results. This is carried out through regular management activities.