

## Course Content

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### Why attend?

This course has been designed to guide the learner on how to address challenges in the workplace and to improve critical thinking. Problem solving is a daily issue in every business and it is a skill that all staff should acquire in order to succeed. Problems need to be solved quickly and effectively; therefore, it is important that we view them with a positive attitude – a way to improve. Unresolved problems affect a business in many ways: performance, efficiency, quality, customer satisfaction, procedures, communication, outcomes, and finally - the bottom line.

### How long is this course?

2 Days

### Who should attend?

Team leaders, junior managers, senior staff, project managers and supervisors

### What will be covered:

- Problem solving is a process in which we perceive and resolve a gap between a present situation and a desired goal, with the path to the goal blocked by known or unknown obstacles.
- Decision making is a selection process where one of two or more possible solutions is chosen to reach a desired goal.
- The steps in both problem solving and decision making are quite similar. In fact, the terms are sometimes used interchangeably:
- **Problem solving and decision making phases**
  - an Input phase in which a problem is perceived and an attempt is made to understand the situation or problem;
  - a Processing phase in which alternatives are generated and evaluated and a solution is selected;
  - an Output phase which includes planning for and implementing the solution; and
  - a Review phase in which the solution is evaluated and modifications are made, if necessary.

Attending this accredited course will give you and your staff the tools to overcome problems in a way that will build a solid team, using clear communication that will shape a future of trust and strength.