



Effective Problem Solving

This module is designed to help managers and employees understand the dynamics involved in making strategic long-term decisions. Participants will understand key steps in the decision-making process, how to use process mapping and Pareto tools, and how to apply these tools in a decision-making process for effective results.

Learning Objectives

- Defining problems and identifying where they begin
- Understanding the key steps in the problem-solving process
- Learning how to use tools to identify root causes
- Using a logical, analytical & systematic approach to solving problems & making decisions
- Practicing various problem-solving techniques
- Recognizing the importance of focusing efforts on "root causes"

Outline	Time
Introduction and Overview	8:00 — 8:30
Benefits of a Problem Solving Process	8:30 — 8:45
Lost at Sea Exercise	8:45 — 9:15
How Do You Know When You Have a Problem?	9:15 — 9:30
Force Field Theory and Dialogue Model	9:30 — 9:45
BREAK	9:45 — 10:00
Real Life Exercise	10:00 — 10:15
The Decision Cycle	10:15 — 10:25
Step 1: Clarify	10:25 — 10:40
Step 2: Gather Data	10:40 — 11:10
Step 3: Define Solution Criteria	11:10 — 11:15
Step 4: Identify Alternatives	11:15 — 11:30
Step 5: Select Best Option	11:30 — 11:50
Summary	11:50 — 12:00

Audience	Length	Tools	Participants	Format
Supervisors, Managers, Employees	4 hours	Planning Guide, Impact-Effort Grid	12 — 18	Classroom, leader led, interactive, skills practice, self-evaluations