



**Course Title:** *Problem Solving Results: Solutions, Improvements and Innovations*

### **Course Description**

Clearly, the ability to generate innovative solutions to workplace problems is more important than ever. But how do you create the energy to implement these solutions in a climate where resources are scarce and people are already overworked? This program will provide you with the skills and strategies required to find appropriate problem solutions and the energy to implement them.

### **Goal**

This course will provide you with a five-step process for defining and analyzing problems, finding solutions and implementing them.

### **Learning Objectives**

In this course you will:

- Learn how to create an environment in which people are encouraged to offer their best thinking in line with a clear problem-solving process.
- Explore a number of tools that can enhance your success in using the problem-solving approach.
- Learn how to define decision-making procedures and use objective criteria to evaluate choices and alternatives.
- Learn specific strategies to aid in action planning and follow-through, as well as approaches that build and sustain momentum for those involved.

**Open to:** Managers and Above

**Competencies Addressed:** Create a High Performance Culture; Strategic Thinking, Planning and Problem Solving, Efficiency, Customer Value

**Course Length:** Sixteen Hours