

7.0 TEAM-BASED PROBLEM SOLVING WORKSHOP

OBJECTIVES

- a. Learn and apply a disciplined, fact-based approach to problem solving.
- b. Recite the 4 Phases of problem solving methodology the steps in each Phase.
- c. Differentiate between a symptom and root cause.
- d. Develop robust problem statements based on facts.
- e. Describe the 10 common pitfalls in problem solving.
- f. Develop and test solutions.
- g. Learn at least 5 ways to make decisions.
- h. Learn the significance of proper sponsorship for problem solving teams.

DELIVERY OPTIONS

** Ideally three-days in length split into two 1.5 day workshops with up to two weeks in between. Requires the use of a real business issues to solve. Ideal for teams and natural work groups to attend together...*