

Business Problem Solving

Course Description:

Problem-solving in business is defined as implementing processes that reduce or remove obstacles that are preventing you or others from accomplishing business goals. Problems are often opportunities in disguise, and they are almost always portals for learning. In today's business environment, we are faced with challenges and problems daily and many times find it difficult to develop adequate solutions. This course will provide participants with the tools and processes for solving problems while enhancing relationships and staying the course toward your organization's objectives and vision.

Course Objectives:

Most problems don't have an immediately obvious resolution. In this course, participants will learn how to arrive at a resolution to your business problems through a clearly defined process.

In this course, participants will:

- Learn the qualities of great problem solvers.
- Understand and leverage your "Problem Solving Style."
- Develop the mental toughness to see things through.
- Learn the two types of thinking and when to use them.
- Learn the five stages of the Problem Solving process.
- What are the nine questions to ask to define the problem.
- Understand the difference between facts and assumptions.
- Learn the keys to successful brainstorming.
- Learn how to use the "5 Whys."
- Use the law of cause and effect to arrive at a resolution.

