

100% Effective

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Online Problem-Solving Training Course

Quality - Support - Innovation

Problems in the workplace are a fact of life. No organisation, no matter how efficient, can prevent problems from occurring but staff can change how they deal with them.

Effective problem-solving helps manage complex, ingrained problems to ensure that they never come back. This course will teach you the essential problem-solving tools and techniques. Your workplace will become more productive and streamlined and colleagues will become more motivated as they no longer face small, irritating niggles every day.

This course is fully optimised so you can study on your tablet, laptop or desktop and work through it at your own pace.

You will have access to the course for two months with unlimited email and phone support. On completion you will benefit from our free lifetime coaching support, a certificate and 5 CPD points.

All our eLearning has a British English voiceover and includes quizzes throughout to help you consolidate your knowledge.

100% Effective's online Problem-Solving training has a high customer satisfaction rating, with an average score of 5 stars out of 5.



At A Glance



Fully optimised



Two months' access



Unlimited, lifetime support



5 CPD points

Benefits

Knowledge of effective problem-solving techniques could transform how you approach any obstacle, whether at home or at work. Moreover, if you can identify and fix issues at work you could save your organisation time, money and resources.

Following completion of the course you will:

- Understand problems and how to permanently solve them
- Be able to structure a problem-solving process for success
- Have the skills to use data to illustrate a situation
- Have the skills, tools and methods for quick and effective problem-solving
- Be able to put together a successful team for problem-solving
- Be able to visually and clearly illustrate the problems, and how the solution has performed

Course Content

The 14 essential tools you will learn to permanently solve problems are:

- Brainstorming
- Brainwriting
- Is/Is not
- Gantt Charts
- Problem Statements
- Scoping
- 5 Whys
- Cause and Effect
- SMART goal setting
- Action planning
- Process Mapping
- Pareto Charts
- Facilitation skills
- Stakeholder Analysis

You will also learn about the following techniques:

- Defining the problem
- Planning the project
- Understanding what's currently happening in the process (and why it isn't working)
- Exploring and tracking root causes
- Generating, organising and evaluating ideas
- What is Business Improvement?
- Using data to find the solution
- Visualisation techniques
- How to develop a successful problem-solving team
- Improving your interpersonal skills

Is it for me?

This course is ideal if you are involved in managing people or processes – or intend to work in a role where you will be. It was created with managers and team leaders in

mind but is perfect for anyone who wants to improve their problem-solving skills.

There are no prerequisites for taking this course.



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