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Problem Solving for Teams

Course Overview

Working together. Sharing responsibility. Depending on each other. These are probably things your team does well already. Now you can add "solving problems" to the list. Whether it's a work group, ad hoc committee or management team, it can be difficult for people to make decisions together. The key is unifying everyone around a common mission and leveraging individual strengths to achieve it.

Target Audience

Office workers, information workers, managers, team leaders, supervisors, project managers, project administrators and anyone willing to improve problem solving skills

Prerequisites

There are no prerequisites for this course

Duration

1 Day

Course Outline

Module 1: Problem solving and decision making

- Problem solving and decision making benefits
- Team learning objectives
- What is a problem, anyway?
- Problem characteristics
- Consumer tech case problem
- Problem-solving methodology

Module 2: Communication dynamics

- Developing good communication skills
- What makes team meetings work?
- Team meeting roles
- Documentation during team meetings
- The bottom line
- Six steps to team problem solving



Module 3: Step 1: Problem recognition

- The iceberg or 80/20 rule
- Involving stakeholders
- Opening discussion – a good place to start
- Problem recognition tools
- Brainstorming guidelines

Module 4: Step 2: Problem labelling

- The iceberg rule again
- What is a problem label
- How to find a problem label

Module 5: Step 3: Problem-cause analysis

- That iceberg again
- Distinguishing cause from effect
- Six tools to identify problem causes
- Have you done it?

Module 6: Step 4: Optional solutions

- Creating a list of alternatives
- The creativity process

Module 7: Step 5: Decision making

- Choosing a course of action
- How to make a decision

Module 8: Step 6: Implementation

- Putting your plan into action
- Six action planning tools