



Griffin Training

Solutions for a Modern Workforce

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Problem Solving Techniques

Among the most important roles of a manager/supervisor is that of problem solver. No matter the organisation or its activities problems and challenges arise on a daily basis. These range from light to heavy/serious challenges and the successful manager/supervisor needs to be able to solve problems effectively while using the least amount of resources; such as time, man power, energy or money. While all challenges and problems are by their very nature unique there are common aspects of all challenges and solutions. The aim of this course is to equip participants with the knowledge and skills necessary to become active problem solvers in the workplace. Participants will be introduced to the common nature of challenges and problems, the process of problem solving and lateral thinking as well as how to maintain focus when challenges arise. On completion of the course participants will face workplace challenges confidently and develop innovative means of solving the problems they encounter.

Objectives:

- To understand the nature of problems and challenges
- To understand the process of problem solving and lateral thinking
- To gain the skills and knowledge necessary to solve challenges and problems independently
- To gain confidence in problem solving

Content:

- The Nature and Scope of Challenges and Problems
- The Means to Identify Challenges and Problems
- The Process of Problem Solving
- Promoting Lateral Thinking
- The Innovative Solution and its Development
- Problem Solving 101
- Advanced Problem Solving
- Building Confidence and Action