



Who Should Attend?:

This workshop is designed for managers who are called upon to help make their organizations more productive. It is especially relevant for executives as well as senior and mid-level managers. Staff managers involved in human resources, quality management, and organizational development also benefit from attending.

Solving Problems Creatively

Training & Development Module

An interactive three-day workshop designed to provide your management team with a solid understanding of problem solving and a broad range of problem solving strategies and tactics.

The Problem:

Poor problem solving abilities plagues many otherwise healthy organizations. It is a skill that is required for all jobs. Poor problem solving techniques costs organizations in a multitude of ways, including lost time, wasted energy, financial loss, and inefficiencies of task.

Despite the widespread, insidious nature of poor problem solving, many managers are unable to problem solve or assist their staff in problem solving. In order to achieve optimum levels of staff morale and productivity managers must be able to identify individuals with poor problem solving techniques and quickly train them in problem solving.

The Solution:

Our Problem Solving workshop provides participants with an array of tools to recognize poor problem solving techniques, teach others in problem solving, and use problem solving effectively.

Some of the key features of the workshop are

- opportunities to learn from the first hand experience of expert problem solving practitioners;
- opportunities to engage in interactive simulations and role-playing; and
- opportunities to share ideas among and network with managers from different fields.

Learning Outcomes of the Problem Solving Workshop:

At the end of this workshop, participants will have gained the ability to

- understanding of problem solving;
- be able to identify poor problem solving techniques;
- teach effective problem solving techniques to others;
- work through the stages of problem solving;
- measure the risk associated with poor problem solving;
- deploy appropriate strategies and tactics to manage , and assist in problem solving;
- demonstrate to their organizations the cost benefits of having employees that are able to problem solving effectively; and
- help create a positive workplace atmosphere that fosters efficiency and productivity.

Seven Benefits of Attending the Problem Solving Workshop:

1. Be able to identify ineffective problem solving.
2. Learn to select and implement the most appropriate strategies and tactics.
3. Move from identification to solution.
4. Reduce loss of productive time due to poor problem solving techniques.
5. Improve workplace problem solving.
6. Lessen the impact of poor problem solving on an organization.
7. Make the link between ineffective problem solving and organizational costs.

People. Leadership. Results.



About Us

The Fulcrum Group is an established and proven executive coaching, consulting, and training company that helps organizations improve their leaders and achieve optimal business productivity.

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Program Content:

Day 1

The Anatomy of Problem Solving

- Review of participants expectations, values, and experiences
- Role of a person who intervenes a poor problem solver
- Definition problem solving in an organization
- Levels of problem solving
- Stages in problem solving
- Ineffective problem solving as a weapon
- Styles of intervention
- Review of strategies and tactics
- Demonstrations and practice sessions
- Daily Learning Register

Day 2

Trying Out the Options

- Group problem-solving as a pre-emptive or mitigating tactic
- Mediation as a technique and process
- Training those with poor problem solving techniques
- Assisting with problem solving
- Using positive processes
- Going to the top: System-wide interventions
- Demonstrations and practice sessions
- Daily Learning Register

Day 3

Principles and Practices

- Responses to and consequences of ineffective problem solving
- Cultural differences in problem solving
- The organization as a "community of interest"
- The poor problem solver intervener: A catalyst for positive growth
- Measuring the effects of problem solving
- Measuring the effects of intervention
- Building a problem solving culture in an organization
- Further reading in problem solving
- Workshop evaluation and research questionnaire