

ADVANCED PROBLEM SOLVING



COURSE OVERVIEW

"If something can go wrong, it will" - Murphy's Law

As a business professional, finding workable solutions to increasingly complex and multi-dimensional problems is part of today's reality in our often stressful and time-challenged environment. There are so many factors that need to be taken into account, risks and benefits that need to be weighed up, and the final solution still needs to be sold to a diverse group of stakeholders. These key skills can, however, be honed to a fine art to enable busy professionals to resolve any crisis that comes their way, using practical techniques based on sound theory and research. To assist you with this, AstroTech offers "Advanced Problem Solving" which focuses on the following key topics:

PROBLEM SOLVING

- Problem identification & prioritization
- Problem ownership
- The 6-step problem solving model
- Problem definition & analysis
- Pinpoint root causes using facts, instead of guesswork or opinion
- Setting goals & identifying constraints
- Generating alternative solutions
- Gathering, recording, structuring, and analyzing data
- Critical success factors - Identifying the things that really matter for success
- Impact analysis - Identifying all the consequences of a decision
- Evaluation techniques
- Planning and implementation
- Monitoring and assessment

PROBLEM SOLVING TECHNIQUES

- Mind Mapping
- Brainstorming
- Displayed thinking
- Brain writing
- Kepner-Tregoe Forced Ranking
- Root cause analysis techniques
- Ishikawa's Fishbone Concept
- Force field analysis
- Lateral Thinking Techniques
- SWOT analyses

PROBLEM SOLVING & PEOPLE

- Identifying and consulting stakeholders
- Leading problem solving teams
- Building consensus
- Behaviours that enhance or block team problem solving abilities
- Team and task maturity and decision making
- Team problem solving: Ensuring participation, agreement and final ownership
- Making rational business decisions, uninfluenced by office politics or personal bias
- How to sell your solution to stakeholders

CREATIVITY & PROBLEM SOLVING

- The role of creative thinking in problem solving
- Blocks to creativity and how to overcome them
- Keys to enhance individual creativity
- Fostering a more dynamic and creative workplace
- Promoting creativity in meetings
- Idea Generating - Generating creative & useful ideas, approaches and solutions ...AND MUCH MORE!

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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COURSE INFORMATION

★ WHO SHOULD ATTEND

- Managers, Supervisors and Team leaders
- Business Professionals who can improve their problem solving techniques
- New Managers within an organisation
- Anyone involved in the management of a project which is set to have a high impact on their organisation
- Anyone who wants to enhance their problem solving skills

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should:

- Improve your effectiveness by solving problems more easily
- Feel confident that your problem solving techniques are sound
- Learn how to be creative in your problem solving
- Learn how to facilitate effective team problem solving
- Reduce crisis management situations

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.