

How do you solve problems at work?

Gain insights into personal approaches and blocks to problem solving and confront, understand and identify ways to overcome them.

Focus participants' attention on what it is about their personal and team approach that helps and inhibits their ability to define and solve problems..

Problems in the workplace are inevitable, therefore being able to solve them quickly and effectively is essential. Many people understand the basics of problem solving, yet still struggle to find solutions to problems. Common challenges include; failing to fully understand the problem before seeking solutions; seeing what you expect to see, not what is actually there; not isolating the problem from insignificant surroundings; and not seeing the whole context.

COURSE DETAILS

Problem Solving programme is a 2-Day course contains unique problem solving activities - engaging tasks and thought provoking review process, participants gain an understanding of the key elements of effective problem solving and their personal blocks, whether they are perceptual, emotional, cultural or intellectual.

WHO SHOULD ATTEND

Problem Solving programme is ideal for participants of all levels, from entry level apprentices to the most senior of leaders.

FEES

- ❖ RM1900 plus 6% SST per participant
- ❖ Enjoy RM 100 discount per participant for registration of three or more participants from the same company and of the same billing source.



Problem Solving

Solve problems quicker, more effectively and with less conflict.



The "Experiential Learning" activities facilitates effective problem solving - engaging tasks and a thought provoking review process

1. Getting to Know You

Discussion Topics:

- Using both information and opinions to make decision
- Knowing what are assumptions and expectations vs facts
- The value of team members relating on a personal basis
- Establishing personal links/topics of conversation

2. Tall Stack

Discussion Topics:

- Challenging the way a group is approaching a task
- Gaining and demonstrating commitment to others' ideas
- Managing changes in a group membership
- Working with /as a leader

3. Girders

Discussion Topics:

- Personal blocks to problem solving / Lateral and logical thinking
- Lateral and logical thinking
- Learning from experience, not being limited by experience
- Trial & error

4. Jigsaw

Discussion Topics:

- Preparing to work effectively with others
- Sharing and utilising others' knowledge and skills
- Thinking together, building on each others'
- Creating a positive working environment

5. DIY

Discussion Topics:

- Discussion Topics:
- Sharing, respecting and building on each others' idea
- Learning about each other as people

6. Maxi Market

Discussion Topics:

- Leadership, Project Management, Prioritising
- Problem Solving, Communication, Customer Orientation

7. The Stack

Discussion Topics:

- The impact of competitive team working
- Setting achievable targets
- Group decision making
- Risk taking

8. Domino Theory

Discussion Topics:

- The value of developing an testing alternative ideas
- How easy it is to establish, and difficult to change accepted solutions
- Balancing thinking and actions
- Learning from others

9. Digital Display

Discussion Topics:

- Individual vs. team success
- Awareness of others' needs
- Taking responsibility for the team
- Communicating the right thing in the right way when others are ready to receive the information

10. Rectangle

Discussion Topics:

- Planning before acting
- Revising plans as information is received
- Listening
- The impact of individuals' differing styles of verbal communication on others

Transform your training with experiential learning activities !!

PROBLEM SOLVING

2-Day Course Outline

Solve problems quicker, more effectively and with less conflict.

- DAY 1 :**
9:00AM
to
5:00PM
- 1. Getting to Know You (15 minutes)**
Working as one team, the group has to place all team members on a continuum that is based on information that is personal but not private, e.g. length of service, time taken to travel to work, etc. of the members. No individual may give any information about themselves; it all has to be worked out by the group using information that is already known or assumed. Once the order has been agreed group members place each other where they should be, which is not straight forwards either! Only then can individuals reveal the true information.
 - 2. Tall Stack (20 minutes)**
Each team has to create a stack using all of their components. The task is not difficult, but the constraints mean that thought, learning through experimentation and planning are all needed. When building the stack team members have to work together, supporting each others' ideas and actions.
 - 3. Girders (30 minutes)**
Individuals or pairs to solve a series of problems – the initial problems are relatively easy but gets more challenging .
 - 4. Jigsaw (50 minutes)**
The activity is in two parts: team members prepare for the task on their own, they then come together to pool resources to complete the jigsaw.
 - 5. DIY (90 minutes)**
Teams must design and test task which are then 'tried for real' and evaluated .
 - 6. Maxi Market (3 – 4 hours)**
Participants are exposed to common problems with project management in this two-part activity. The written objectives are clear but the priorities less so. Only when participants recognised the importance of understanding and meeting the customer's needs can they begin to make progress by breaking the task into parts, allocating work and managing interfaces. Typically many mistakes are made in part 1 but , following a learning review, participants are much more effective in part 2.
- DAY 2 :**
9:00AM
to
5:00PM
- 1.The Stack (10 minutes)**
This is a competitive task in which teams are able to monitor each other's progress. Although the task is simple as teams improve their performance the chances of a calamity increase. Should team keep stretching themselves and risk total failure or be more cautious and risk defeat?
 - 2.Domino Theory (30 minutes)**
The task is quick, simple and fun – the challenge is to curb enthusiasm for more action and to challenge basic assumption, consider alternatives and decide how to improve.
 - 3.Digital Display (2 hours)**
Although this powerful team working activity is done silence it explores attitudes and approaches that influence effective communication
 - 4.Rectangle (4 - 5 hours)**
The task is straightforward – to succeed everyone who is involved must work together, keep up to date with progress, offer ideas clearly and concisely, listen and respond positively to others.