

# analysis

## Problem-Solving

### Course Outline

In order to effectively manage and run their business, leaders must be able to direct their employees and demonstrate excellent problem solving and decision-making skills. Mastering a systematic approach to problem-solving and decision making is a key competence for supervisors, managers and team leads. Adopting a systematic approach to problem-solving helps you to explore and improve your thought processes by asking crucial questions, challenging embedded assumptions, and demonstrating a growth mindset. Strategic problem solvers are also good at critical thinking because they are able to consider a range of possible approaches to solving a problem rather than relying on bias or instant judgments; more often this systematic approach to problem-solving results in a 'Win-Win' outcome for all involved. This workshop will demonstrate how purposeful problem-solving and decision-making work together and will provide hands-on practice with tools that you can apply in your day to day work.

#### On completion of this programme you will be able to:

- Unlock innovative thinking to solve problems
- Adopt a systematic approach to solving individual, team and work-related problems
- Improve key critical thinking skills, including active listening and questioning
- Systematically analyse context and information to clearly understand and identify a problem
- Use a range of problem-solving tools to solve complex problems in a range of familiar and unfamiliar workplace contexts
- Use problem-solving tools to overcome obstacles and objections
- Select the best technique for making decisions

**Duration:** One Day Workshop - half-day workshops also available.

**Course Resources:** course handouts & supplementary reading materials will be provided via Moodle.



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