



OVERVIEW

This hands-on one-day workshop is designed for individual contributors to better understand and demonstrate problem solving skills.

By the end of this workshop participants will be able to:

- Identify the challenges to effective problem solving
- Apply a number of problem solving tools to a real work/personal problem
- Define common problem-solving biases – and how to best overcome these biases
- Articulate the importance of a well-defined problem
- Distinguish between people and process issues

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction, learning objectives

Problem with Problem Solving

- Cognitively miserly
- System One and System Two
- Problem solving biases

Overarching Model

- Context
- Outcome desired
- Problem evaluation
- Solution generation
- Assess against criteria
- Implement
- Learn

Context

- Is/Is Not
- False thinking
- Application

Outcome Desired

- Begin with end in mind
- Emotions and intellectual needs
- Reasonability test

Problem Evaluation

- Are you solving the right problem?
- People or process
- Performance Packaging activity
- Open/Narrow and close
- Perception phase
- Definition phase
- Analysis phase

Solution Generation

- Idea generation tools
- Criteria and weighting

Implement and Learning

- Fixed and growth
- Heuristic process

Workshop Close