



Corporate Coach Group

Training that transforms



Training Plan

Problem Solving Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Problem Solving Course Summary

Problem solving is the ability to identify causes and implement solutions, or even better, to prevent potential problems from manifesting actual problems.

There are two main types of problem solving: Analytical Problem Solving, which relies on logical thinking; and Creative Problem Solving which relies on imaginative thinking.

On this in-house Problem-Solving course, we cover both these methods. After the training, delegates will feel more confident at handling problems and more skilful at identifying potential issues.

Learning Outcomes for the Problem Solving Course

- Learn how to solve your problems quickly
- Pre-empt problems: Solve problems before they can occur
- Break problems down into their component parts
- Problem – cause – solutions, mapping
- Problem – implication – countermeasures, mapping
- Creative problem solving: Using the imagination to solve problems
- The mastermind principle. Make use of many minds

Customer Review

“ The content of the course is very useful and directly relevant to both my professional and personal life. Will be very useful in the future. Trainer’s presentation was engaging and dynamic. Delivered the content really well.

*Alister Burton
ASDA*

Problem Solving Training Course Overview

We start the course by defining the term “problem”, as the difference between the current state, and the desired state. Problem solving is the act of making your current state match your desired state.

The first and most important step in problem solving, is framing the problem. In health care they say, “Proper diagnosis is the first step to the cure”.

Then we focus on analytical problem-solving methods, such as problem-cause-solution mapping. Problem-implication-countermeasure analysis. We work examples and learn by experience.

In the afternoon, we change to Creative problem-solving techniques. Sometimes this is called, thinking outside the box. This type of problem solving is about changing the way you perceive things, to change the nature of the problem. We show many examples of where, problems were transformed into opportunities. We show examples of how problems were solved by improvisation and creative thinking. We give opportunities to practice.

When people finish this course, they feel empowered because they know they have gained many tools, with which to solve their problems.

This course gives people confidence and courage.

Customer Review

“ The course content was good; interesting, participative and open to discuss personal applications of the topics covered, with good course materials. The trainer was really good, approachable and open to discussion and encouraged participation.

*Carmen Beunza
Freixenet UK Ltd*

Problem Solving Training Course Details

Morning Session

Definition: What is meant by the word problem?

A problem is defined as, “the difference between the desired state and the current state”. You have a problem every time there is a difference between your current state, and your desired state. The bigger the gap, the bigger the problem.

What is Problem Solving training?

Problem Solving training is training designed to help you identify, define and then solve problems. This training will help you close the gap between your actual state and your desired state.

How to correctly frame the Problem

In order to frame a problem, you must know two things: The facts of the current situation, and a clear description of the target state, ie what you want it to become.

If you frame the problem incorrectly, then everything will be endlessly confusing. However, if you frame the question correctly, then everything will quickly fall into place.

Two types of problem-solving methods

There are two categories of problem-solving methods. Analytical and creative. We need to be good at both types, so we will study both. We will start with analytical problem solving, which is the most commonly used.

Analytical problem-solving methods

Analysis is the art of breaking wholes into their constituent parts and understanding internal structure and organisation.

Analysis is the most common form of problem solving.

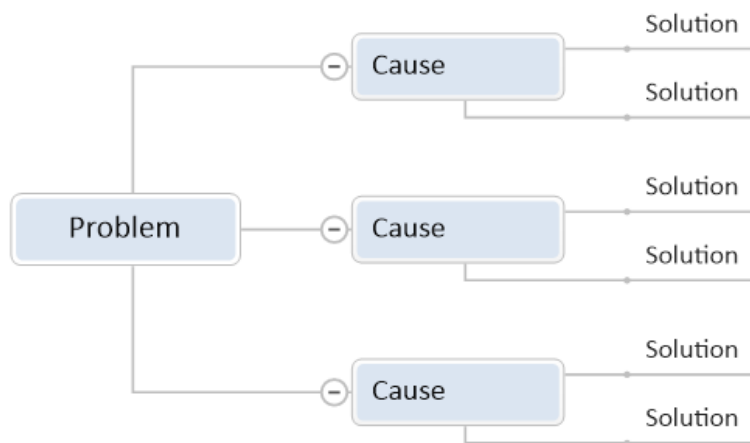
There are two types of analytical problem-solving methods we cover on this course:

- Problem cause solution and
- Problem implication countermeasure.

Problem cause solution mapping

Problem cause solution mapping is the best way to break problems down into their component parts and taking each part, one at a time, in a systematic manner.

Of course, each part may itself become the subject of further analysis and broken down into its own subset parts. In this way a large problem is reduced and made more manageable.



All problems have multiple causes

There is a common fallacy that we want to warn you about, called “The single cause fallacy”.

It is tempting to try to blame a problem on a single cause, and thus oversimplify the analysis and fail to see the big picture.

We will demonstrate that there are always at least four causes to any problem, and usually more.

The four causes are: Material, Final, Efficient, Formal causes. You will learn about these and more.

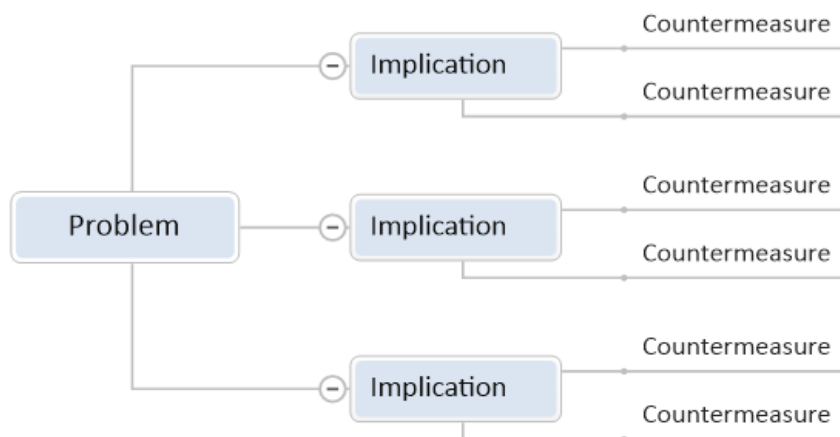
Afternoon Session

Problem implication countermeasure mapping

The second type of analytical problem-solving method is problem implication and countermeasure. This method differs from the previous one by travelling forwards in time, to identify implications, instead of backwards in time to identify causes.

Problems are like weeds; one weed has the potential to spawn many more.

One problem has the potential to spawn many more. We need to nip problems in the bud and eradicate their offspring.



Problem solving questions

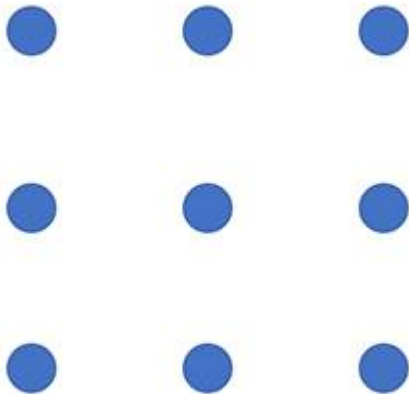
Problems are solved by asking and answering the right questions. We will formulate a set of universal problem-solving questions, that we can use in any situation to initiate the correct sequence of actions.

Creative problem-solving methods

Creative problem solving is the second major category of problem solving and it is totally different to analytics. Creative problem solving may involve imagination and inventiveness to redefine the problems parameters. You may change the way you look at things and solve the problem at a single stroke, by approaching it differently.

Thinking outside the box / Lateral thinking

This form of problem solving was exemplified by Walt Disney, Edward de Bono, and NASA. We will study examples so that we might learn their secrets.



Re-framing problems into opportunities

There are many occasions when the problem can be recast as an opportunity. A situation which, on first sight, seems to be a problem, upon reflection, may be transformed into a profitable enterprise. We study examples of this and learn more secrets.

Become a professional problem solver

We close by observing that those who prosper in life are not those who have no problems, but rather, those who solve problems.

Success and money tend to gravitate to problem solvers.

So, let us all commit to becoming professional problem solvers and make the future better.



Action planning and close

You review your notes and pick out the most important points.
You commit to implementing what you have learned.

Customer Review

“ Course content was much wider than I had envisioned. Interesting and applicable to a wide audience. Excellent summary, with a very comprehensive list to refer to. The trainer’s presentation was excellent, very organised, friendly and professional.

*Tony Vann
G E Aviation*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

“ I found the conflict management tools, wrong box/right box, very helpful. As was delegation and time management. It is helpful to reinforce these things and stops you just acting to type (which sometimes isn't the right course of action). The trainer kept things moving with good momentum, energy and examples. I always find examples helpful and it was good to give delegates time to share their own examples/ideas too.

*Rachael Lammey
Crossref*

“ The course content was excellent, thorough, informative, inspirational, enjoyable, practical and achievable. Personally, I found the positive thinking elements less relevant, but I can see that it's helpful to recognise that can be an issue for others so it's definitely good to include. Trainer's Presentation was excellent, thorough and inspirational. I was particularly impressed with how he dealt with slightly off-topic contributions from some attendees and also those with slightly less developed language skills. Very demographic.

*Michael Browning
The Art Fund*

“ The course was professionally presented and well-paced, with materials that made the learning easier. The trainer's presentation was excellent! The trainer was professional and knowledgeable about the subject material. Responsive to questions and scenarios and also helpful.

*Robert Simpson
Education Funding Agency*

“ I thought the course was very eye-opening and made me look at simple processes in a very different light and in much more depth. Being a visual learner, I found the diagrams, models and structures very interesting and valuable. Chris is a very engaging and positive presenter, ensuring he explains things thoroughly and ensures everyone understands.

*Katy Woollard
TY Danjuma Family Office Ltd*