

Problem-Solving Results: Solutions, Improvements, and Innovations™ 16 Hour Workshop



Clearly, the ability to generate innovative solutions to workplace problems is more important than ever. But how do you create the energy to implement these solutions in a climate where resources are scarce and people are already overworked? This workshop provides participants with the skills and strategies required to find appropriate problem solutions and the energy to implement them.

At the end of the workshop, participants will be able to:

- ✓ Explain how the principles and qualities of genuine leadership help create an environment that supports constructive and effective problem solving.
- ✓ Describe the six steps in the problem-solving process.
- ✓ Describe four types of problem-solving thinking.
- ✓ Apply elements of the problem-solving process to a sample situation and actual work related situations.
- ✓ Define problems and/or opportunities in terms of gaps between current situations and expectations.
- ✓ Identify strengths that can be leveraged to close the gaps.
- ✓ Identify and verify probable causes.
- ✓ Generate a variety of innovative solution alternatives.
- ✓ Develop effective decision-making criteria.
- ✓ Demonstrate the steps for gaining group consensus around a decision.
- ✓ Identify the techniques to use in specific situations to support implementation success.



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Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net

LEARNING JOURNEY INC.


Content & Outcomes

This two-day workshop is made up of four units:

Connecting People and Process 4 hours

This unit acquaints leaders with a five-step process for defining and analyzing problems, finding solutions, and implementing them. The Principles and Qualities of Genuine Leadership are positioned as strategies to create an environment in which people are encouraged to offer their best thinking in line with a clear problem-solving process.

Exploring Gaps, Causes, and Solutions 4 hours

In this unit, leaders explore a number of tools that can enhance their success in using the problem-solving approach. Tools are sorted into different categories, and participants use a separate toolkit to work with the following methods:

Generating Ideas

- Brainstorming
- Double reversal

Analyzing Information

- Flowchart
- Fishbone diagram

Planning and Follow-up

- Gantt chart
- Force field analysis

Gathering Information

- Check sheet
- Structured surveys

Making Decisions

- Rating and ranking
- Risk analysis matrix

Deciding on a Solution 4 hours

Problem-solving efforts can easily lose momentum as people struggle with decisions about what to do. In difficult situations, team members can default to voting or accepting the views of the most verbal individuals. This lack of decision buy-in greatly impacts the energy level required to implement solutions and follow-through. In this unit, leaders learn how to define decision-making procedures and use objective criteria to evaluate choices and alternatives.

Making it Happen 4 hours

Organizations are full of ideas about how to solve problems and exploit opportunities ... ideas that don't always materialize into results. Implementation and follow-through is often given short shrift and, as a result, problem-solving efforts fall short of expectations. In this unit, leaders learn specific strategies to aid in action planning and follow-through, as well as approaches that build and sustain momentum for those involved.



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Purpose

The purpose of this two-day workshop is to provide participants with skills, strategies, and tools for solving problems collaboratively.

Process

During the workshop, participants complete a variety of individual and group activities, skills practices, video activities, and large-group discussions that explore the following topics:

Unit 1: Connecting People and Process

- Definition of “problem”
- The Results Approach to problem solving
- The Results Process
- Hallmarks of a problem-solving culture
- The Basic Principles

Unit 2: Exploring Gaps, Causes, and Solutions

- Four types of problem-solving thinking
- Process Step 1: Quantify the gap.
- Process Step 2: Uncover the cause.
- Process Step 3: Create options.

Unit 3: Deciding on a Solution

- Process Step 4: Decide the solution.
- Key actions for deciding the solution
- The value of consensus

Unit 4: Making It Happen

- Process Step 5: Realize results.
- Six secrets of successful implementers



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Payoff

At the end of the workshop, participants will be able to:

- Recognize how to achieve problem-solving results through a blended approach to process and people.
- Use the five-step Results Process to solve problems with their team.
- Describe how demonstrating The Basic Principles can create a problem-solving culture.
- Use tools that incorporate four types of problem-solving thinking.
- Begin the problem-solving process by quantifying the gap that exists between the current state and the desired state.
- Identify and verify probable causes of problems.
- Generate a variety of innovative solutions to choose from.
- Develop effective decision-making guidelines.
- Demonstrate the steps for gaining group consensus on a solution.
- Describe the techniques for supporting implementation success.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (16 Hours)



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