

Department of Corporate Training

Problem Solving Decision Making Seminar

This workshop provides valuable problem-solving skills that you can immediately apply within your organization.

Objectives:

- To provide tools to help find the root cause and solve problems
- Present and demonstrate a standardized process for solving problems
- To practice using a closed loop problem solving process on real problems in your organization

Agenda

- Understanding the Closed Loop Problem Solving Process
- Problem Identification and Definition
- Problem Investigation and Understanding
- Root Cause Identification
- Tools: 5 Why's, Pareto's, Fishbone, etc.
- Share the Knowledge
- Recognize the Team and Repeat the Process for Lessons Learned Sustainability

Who Should Take This Course?

- Executives/Directors
- Managers
- Supervisors & Team Leaders
- Shop Floor

Learning Outcomes:

After this course you will be able to use an objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone sees the same accurate information.

- *Analyze problems thoroughly and effectively.*
- *Be more effective when solving problems in a group.*
- *Communicate complex issues visually and verbally.*
- *Take the emotion, opinion and speculation out of the problem solving.*
- *Develop a process/systems approach to managing your operations.*
- *Anticipate problems to prevent them from occurring.*
- *Frame each problem as an opportunity to learn and improve.*
- *Outline problems in the context of the overall goals.*
- *Prioritize problems more efficiently and objectively.*

Please call for Dates and Cost.

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The College's Equity Officer/ADA and Title IX Coordinator is:

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