

## 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.***

*Florida SouthWestern State College is committed to providing an educational and working environment free from discrimination and harassment. All programs, activities, employment and facilities of Florida SouthWestern State College are available to all on a non-discriminatory basis, without regard to race, sex, age, color, religion, national origin, ethnicity, disability, sexual orientation, marital status, genetic information or veteran's status. The College is an equal access/equal opportunity institution. Questions pertaining to educational equity, equal access or equal opportunity should be addressed to Title IX/Equity Officer, Florida SouthWestern State College, 8099 College Parkway, Fort Myers, FL 33919, (239) 489-9305*