

Problem Management

The programme will enable participants to effectively work with complex problems within the workplace. Once participants have a good understanding of how to understand and diagnose problems we will move towards effective problem-solving. During the practical sessions participants will demonstrate the skills taught through role-plays, case studies and other experiential-based activities.



COURSE DURATION: 2 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 4
Credits: 4

Target Audience

The target audience would typically consist of senior and middle managers, supervisors or any person interested in improving their problem management/solving skills.

Training Methodology

Teaching by example and experiential learning probably describes the training methodology most accurately.

Participants will be actively involved in the learning and the facilitators will apply the presentation techniques taught to transfer learning. Practical assessments will ensure that participants are able to demonstrate the specific workshop outcomes.

Course Outline

This 2 day course will cover the following modules:

Module 1: Orientation to effective problem - management:

- What's the problem?
- What causes problems?
- Models of problem solving

Module 2: Working with logic:

- The logic behind problems
- The irrationality behind problems
- Methods of argument
- Convergent vs. Divergent problem-solving
- Algebra logic
- Working with variables
- Back to front logic
- Argue by contradiction

Module 3: Problem Diagnoses

- Mind Maps
- Problem Trees
- Fish-bone diagrams
- Action maps
- Relationship diagrams
- Rich pictures
- Systems maps
- Multiple cause diagrams

Module 4: Creativity and Innovation in problem - solving

- Working with different windows
- Breaking problem cycles
- Judgement vs creativity
- From creativity to innovation

Module 5: The "R3" Solution Process

- The power of options
- Using the "R3" approach to develop solutions
- Building acceptance

Module 6: Growing through effective problem - solving

- Why powerful & successful people love problems
- No problems = No growth
- Why a "problem free" organisation is a very "dead" organisation

Bookings and Enquiries

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