

Problem Solving on Projects

Course Code PSPM04

Duration 1 Day

About the Programme

Challenges come to us every day. We all have them. It's how we deal with them that set people and businesses apart. This workshop has been created to give participants a range of simple and yet highly effective range of problem solving tools and techniques. Which can then be easily used in the work place the very next day.

The second part of the module will increase the awareness of the change process, so individuals and teams can be prepared and adapt quickly when change is encountered.

Workshop Content:

Problem Solving Tools:

- SWOT analysis
- Highlighting possible problems sooner
- Using problem solving processes
- 5 Whys
- Plan Do Check Act Cycle
- Problem resolution

Resolution Techniques:

- Personal Awareness
- Interpersonal Techniques
- Body Language / Rapport
- Communication of change
- Stake Holder Management
- Delegation and Ownership

Outcome:

These tools and techniques can be quickly used in the business, not just in the projects being managed, but also in day-to-day issues as they arise. Live projects will be used as examples for teams to work on current issues to see how the tools can be best used, in real life examples.

Who will benefit

All managers particular those concerned with team moral or succession planning.