

Problem Solving

Duration: 1 Day

Location: ProTech Training Centre (or Client Premises (6 plus delegates))

Target Audience:

Service team leaders, supervisors and managers wishing to enhance their management and problem solving skills

Objectives:

At the end of the workshop participants will have:

- Learned how what they take from the course can be applied to their own specific environment
- Been introduced to the concept of succession planning and how effective problem solving can assist this important business planning process
- Clarified key principles in problem solving and discussed how to apply these to a range of situations.
- Identified process and behavioural aspects of exploring people problems and their possible solutions
- Reviewed the extent to which leadership can support and inform an effective process for solving people problems
- Used a problem solving formula to explore a current work issue and develop an action plan to address the issue

Teaching & Learning Strategies:

The teaching and learning strategies employed in this programme by the training consultants are based on the philosophy of experimental learning – “learning through doing”. Delegates are encouraged to participate as individuals and within groups.

A variety of methods are employed to deliver and enhance the learning experience. Trainer-led input is complemented by a variety of activities such as skills practice (role-play), practical exercises, discussions, presentations and case studies.

A strong emphasis is placed on the transfer of learning into the workplace. Delegates are encouraged and challenged to discover and identify ways they can each specifically apply the training experience to the workplace.