

Singapore (Head Office):

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Branches:

Philippines: Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

Lao: Unit 21, Sisungvone Village, Saysetha Dist, Vientiane

Vietnam: 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

Cambodia: #54, Street 63 Daun Penh, Phnom Penh, Cambodia

TEAM PROBLEM-SOLVING

Discover five tools that help you recognize a problem

Learn how to analyze a problem and its cause

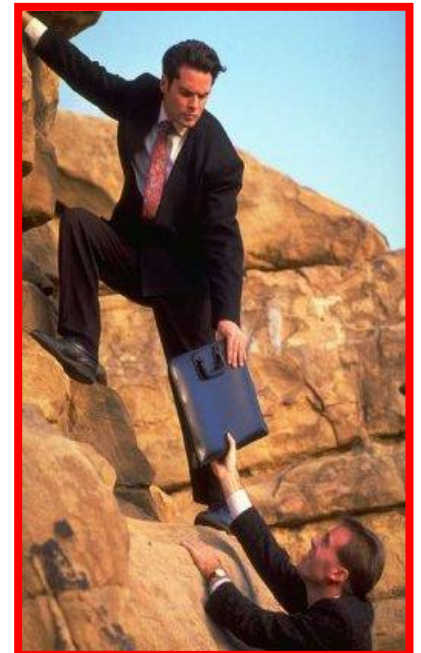
Find out how to outline your problem solving / decision making

Learn the eight tips that can improve a team's process

What is the Course About?

Throughout this course, the emphasis is uniquely on teams and their value in approaching and solving difficult problems. A team can be a natural work group, an ad hoc group, a management team or any number of other combinations. It is a group of willing people, with varied skills and talents, who are united around a common goal. In the best of cases, teams formed to solve a problem are also empowered to help implement a decision.

This course is filled with rich examples and case studies. It also offers checklists and exercises that team members can use to better understand and improve their efforts. It draws on the latest thinking about teams and their benefit to individuals and to organizations. It also draws on the latest ideas in management and training that make this course useful at many levels in any organisation.



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The objectives of this course are:

1. To define and explain consensus
2. To explain individual roles on the road to consensus
3. To show the steps needed to create consensus
4. To provide problem-solving tools and techniques

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

PREREQUISITES: None.

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

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TEAM PROBLEM-SOLVING

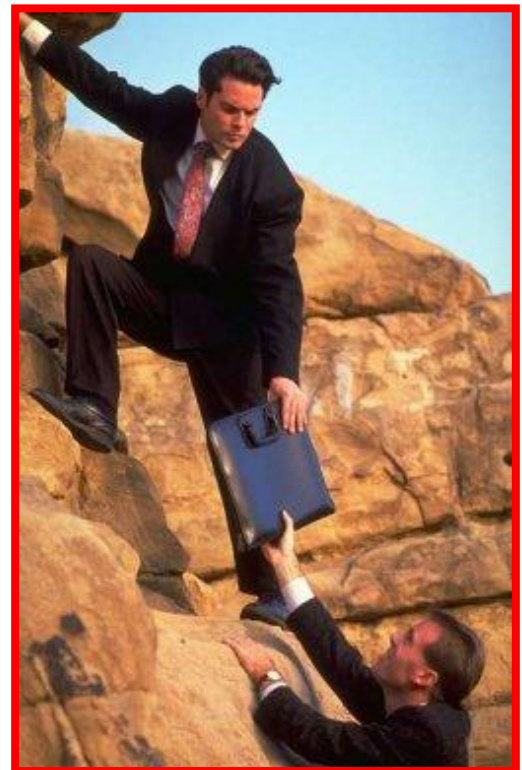
Contents

Part 1: Problem Solving And Decision Making

- ❑ The Benefits And Skills
- ❑ Team Learning Objectives
- ❑ Team Commitment

Part 2: Process Overview

- ❑ What Is A Problem Anyway
- ❑ Problem Characteristics
- ❑ Consumer Tech Case Problem
- ❑ Problem-Solving Methodology
- ❑ Problem-Solving / Decision-Making Outline



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Part 3: Communication Dynamics

- ❑ Communication Dynamics
- ❑ What Makes Team Meetings Work?
- ❑ Team Meeting Roles
- ❑ Documentation During Team Meetings
- ❑ Evaluate Your Team Meeting
- ❑ The Bottom Line
- ❑ Six Steps To Team Problem Solving

Part 4: Problem Recognition

- ❑ Step One: Problem Recognition
- ❑ Problem Recognition Tools
- ❑ Team Case Problem: Problem Recognition
- ❑ Questions To Uncover Problems
- ❑ Brainstorming Guidelines

Part 5: Problem Labelling

- ❑ Step Two: Problem Labeling
- ❑ How To Find A Problem Label
- ❑ Force Field Analysis
- ❑ Team Case Problem: Problem Label

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Part 6: Problem Analysis

- ❑ Step Three: Problem Cause Analysis
- ❑ The Consumer Tech Root Cause
- ❑ Distinguish Cause From Effect
- ❑ Team Case Problem: Cause Analysis
- ❑ Six Tools To Identify Problem Causes
- ❑ Have You Found It?

Part 7: Optional Solutions

- ❑ Step Four: Optional Solutions
- ❑ The Consumer Tech Problem Unfolds
- ❑ Team Case Problem: Optional Solutions

Part 8: Decision Making

- ❑ Step Five: Decision Making
- ❑ How To Make A Decision
- ❑ Team Case Problem: Decision Making
- ❑ The Consumer Tech Ranking

Part 9: Implementation

- ❑ Step Six: Implementation
- ❑ The Value Of Action Planning
- ❑ Consumer Tech Action Plan
- ❑ Six Action Planning Tools
- ❑ Team Case Problem: Action Planning

