

**No Problems... Only Solutions**

Workshop Duration: 1 Day

Facilitation in English (aussi disponible en français)

**Workshop Description**

Problem solving is critical for organizations, but problem solvers often misunderstand: Where to start? How to do it? What is involved? What if? Individual, teams and departments need strong analytical skills to address the problems they face. In this two-day workshop you will review the basic principles of problem solving. You'll develop a charter to guide your decision-making and strengthen your communication skills. You'll also analyze and improve your thinking processes and learn how to develop a successful action plan.

This workshop is very interactive and dynamic. During the session, participants will apply their knowledge and skills to solve actual problems they face at work. Problem-solving games and exercises are used to develop participant's skills quickly. The user-friendly handout is a great tool for personal review.

**Who Should Attend**

Anyone who needs to sharpen his or her analytical skills and improve problem solving.

**What You Will Learn**

- What is a problem?
- Characteristics of problems
- Crucial communication skills
- 5 dynamic approaches
- Lateral thinking
- 5-step problem solving process
- Is problem solving a cause or an effect?
- Decision making tools
- Preparing a contingency plan
- Managing resistance
- Tips to remember
- Action plan

