

# Business Problem Solving

Course Length: 1 Day

## Course Description

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Description:

Understand the fundamentals of problem solving, develop critical thinking skills, and learn how to utilize problems solving techniques in a team environment.

After completing this course, students will know how to:

- Define the basic problem-solving approaches to effectively identify, manage, and solve problems.
- Identify problem-solving techniques in the corporate world by identifying the necessary skills of a problem solver and knowing about different corporate cultures.
- Work through the problem-solving process of identifying the problem, generating and implementing a solution, and confirming the elimination of the problem.
- Use different critical thinking and information analysis skills such as reasoning, logic, quantitative analysis, and qualitative analysis.
- Create and manage problem-solving teams by knowing how to conduct effective meetings and motivate team members.

## Course Content

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### Lesson 1 – Problem solving basics

- Fundamentals of problem solving
- Discussing problem solving
- Handling problems
- Identifying problems
- Effective problem-solving approaches
- Discussing effective problem-solving approaches

### Lesson 2 – Problem solving in the corporate world

- Problem solvers
- Identifying problem solvers and their skills
- The corporate problem-solving culture
- Identifying the corporate culture

### Lesson 3 – Problem-solving process

- Identifying problems
- Analyzing the situation
- Gathering information
- Identifying solution criteria
- Committing to a solution
- Generating solutions
- Choosing the best solution
- Implementing a solution
- Confirming problem elimination
- Measuring solution success
- Managing solution project
- Communicating problem-solving changes

### Lesson 4 – Critical thinking and information analysis

- Critical thinking
- Developing reasoning skills
- Developing logic skills
- Quantitative analysis
- Discussing quantitative analysis techniques
- Examining financial analysis techniques
- Discussing forecasting techniques
- Qualitative analysis
- Discussing qualitative analysis techniques
- Thinking creatively in problem solving
- Using analogies in problem solving
- Discussing mind mapping

Lesson 5 – Problem-solving teams

- Managing problem-solving teams
- Building a problem-solving team
- Conducting team meetings
- Driving a successful team
- Encouraging team members
- Interacting with team members