



# HOSCA

management consultants



## ***PROBLEM SOLVING SKILLS***

**AUDIENCE:** Team Participants

**DURATION:** 1 / 2 Days

**SUMMARY:** This workshop gives delegates an opportunity to experience and understand problem solving skills.

**OBJECTIVES:**

- To provide a range of tools and techniques to support the implementation of continuous improvement
- To encourage a “bias for action” and confidence in people’s ability to identify and solve problems and make improvements
- To identify the opportunities to transfer the concept and skills to client companies

**AGENDA:**

- Introductions, objectives and agenda
- The continuous improvement process in context
- Understanding the improvement cycle
- Creative and analytical problem solving
- 7 steps to problem solving
- Methods of control and prevention
- Problem analysis meetings and methods
- Applying the process within client companies

**METHODS:** This workshop is built around a series of exercises. It is highly participative and energetic.