

# Solving Workplace Problems

Many people view a problem as a deviation from an expected outcome – results are wrong, procedures were faulty, or some other aspect of the project is not successful.

In the workplace, solving problems is not only addressing issues and problems as they arise but also involves looking at the way things are currently being done to find better ways of doing them. The major problem encountered in solving problems occurs when the root cause is not properly defined or identified. In the rush to finish a project, people often jump to conclusions and take action on the first solution that appears when most times there are multiple solutions. Determining the best solution requires a problem solving process.

## Impact

**Managers and team leaders will be able to**

**Identify the problem;**  
*write problem statements, identify the magnitude, and decide to act.*

**Identify the cause;**  
*identify symptoms and list possible causes.*

**Select the best solution;**  
*generate alternatives and weigh the alternatives against the criteria.*

**Implement the solution;**  
*evaluate resources, assign tasks, and set completion dates.*

**Follow-up and feedback;**  
*identify feedback and criteria to measure progress as well as the follow-up needed.*

**Solving Workplace Problems** provides an effective approach and the tools necessary for improving current processes that organizations use to solve organizational problems. Through structured activities, participants learn how to identify the problem, identify the cause, select the best solution, implement the solution, and determine what feedback and follow-up will be required.

## Program Description

**Solving Workplace Problems** teaches managers a five-step process that combines a variety of methods to provide an effective approach to solving simple to complex organizational problems. Each step of the process is explained in detail. Participants have the opportunity to be involved in group discussions, apply the process learned using a case study, and finally apply the solution to their own problem. Managers leave the workshop with implementation tools, forms, and additional resources to help them apply the skills learned back on the job.

After completing this course, participants will be able to

- Follow an orderly, step-by-step problem-solving process
- Write a problem statement that clearly defines the workplace problem.
- Assess the context of the problem.
- Analyze and identify the root cause(s) of the problem.
- Involve team members in evaluation of root cause(s) and a possible solution.
- Create plans to implement the solution.
- Get agreement and support for implementation.

### **Facilitator Guide**

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as a participant workbook.

### **Participant Workbook**

- Exercises, forms, case studies, Troubleshooting Guide, and skill practice aids for the five-step process.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card that provides a handy reminder of the workshop's skill points.

### **About Vital Learning**

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders, and front-line managers for over 20 years. We offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let Vital Learning help you take the first step toward creating successful managers and more productive and profitable teams.

**Solving Workplace Problems\*** is one course in the Vital Learning Leadership series which covers all critical skills necessary to be an effective manager. Vital Learning Leadership courses also include:

- Resolving Conflict\*
- Managing Complaints\*

*\* Available in Classroom, Online, and Blended Solutions formats*

