www.logicalimagination.com
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Problem Solving

Course #: PD-102 **Duration:** 2 days

Prerequisites

None

Details

In this course, you will learn to navigate the intricate problem-solving landscape. This course will first help you understand the essence of problems, differentiate them from mere symptoms, and overcome fears associated with acknowledging problems.

Our course revolves around a strategic six-step problem-solving process. You'll learn to accurately define the problem, utilizing eight different techniques, and craft a concise, effective problem statement using the 5W2H method. The journey continues with an exploration of root cause analysis, using practical tools like Affinity Diagrams, Stakeholder Interviews, Field Studies, Empathy Maps, Personas, the 5 Whys, Pareto Analysis, Fishbone Diagrams, and Journey Mapping.

Following problem identification and root cause analysis, the course will guide you into the realm of ideation. Here, you will develop alternative solutions using techniques such as mind mapping, brainstorming, "How Might We" questions, SCAMPER, the 2 x 2 Matrix, and Bono's Hats. Upon generating potential solutions, you'll learn to evaluate and select the most effective ones, considering pros and cons, performing cost/benefit analyses, and utilizing decision matrices.

Finally, the course culminates with implementing your chosen solution. You'll formulate a detailed implementation plan, identify potential challenges, strategize countermeasures, and evaluate the outcome. The course wraps up with a follow-up analysis to ensure the problem has been effectively resolved.

Sign up for our problem-solving course today to unlock your ability to tackle complex issues, generate innovative solutions, and implement effective strategies, all while fostering your professional growth.

Software Needed

None

Outline

- **Understanding Problems**
  - Problem vs. Symptom
  - Past, Present, and Future Problems
  - Fear of Legitimizing Problems
  - Problem-Solving Process
- **Identify (Define) the Problem**
  - Discuss the Six-Step Problem-Solving Process
  - Learn to Identify (Define) a Problem
  - Eight Ways to Identify a Problem

- What is a Problem Statement?
- Key Elements of a Problem Statement
- Using the 5W2H Method

- **Determine the Root Cause**
  - Root Cause Analysis
  - Identify Stakeholders
  - Using an Affinity Diagram
  - Stakeholder Interviews
  - Field Studies
  - Empathy Maps
  - Personas
  - The 5 Whys
  - Pareto Analysis
  - Fishbone Diagrams
  - Journey Mapping
  - Sweet Spot for Innovation
- **Develop Alternate Solutions**
  - What is Ideation?
  - Managing Creative Flow
  - Mind Mapping
  - Brainstorming
  - How Might We
  - SCAMPER
  - 2 x 2 Matrix
  - Bono's Hats
- **Select a Solution**
  - Evaluating and Selecting Solutions
  - Pros and Cons
  - Cost/Benefit Analysis
  - Decision Matrix
- **Implement a Solution**
  - Developing an Implementation Plan
  - Potential Challenges and Strategies
- **Evaluate the Outcome**
  - Follow-up Analysis