

Often, the resolved problems reappear. Why? Was the problem correctly identified? Have we focused on the causes or the symptoms? Did we find suitable solutions? In a context where employees have to solve more and more problems related to their work, a problem-solving process will help them avoid pitfalls.

OBJECTIVES

CHOOSE THE OPTIMAL SOLUTION

At the end of the session, participants will be able to

- ⇒ IMPLEMENT SYSTEMATICALLY ALL OF THE STAGES OF A PROBLEM-SOLVING PROCESS;
- ⇒ MAKE DECISIONS OR MAKE RECOMMENDATIONS SUPPORTED BY A METHODOLOGICAL ANALYSIS.

CONTENT

I Solve Problems

- Problem solving vs. performance
- Personal skills required to analyze a problem and make a decision
- Defining parameters of a problem
- Problem solving process
- Causes and consequences
- Preferred criteria
- Searching for solutions
- Implementing the solution
- Analysis tools

METHODOLOGY

In addition to interactive presentations, participants will have an opportunity to develop key problem-solving and change management skills through case studies in which they can use effective tools. They will also have the opportunity to apply these concepts to one of their own case.

PARTICIPANTS (maximum 12)

Anyone who, in his/her work, must analyze problematic situations and identify appropriate solutions.

NB: *Participants are invited to bring all the material relating to a problem (present or past) that can serve as an example and/or a case to study.*

