301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Problem Solving, Cause, and Corrective Action

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

This 1 day, instructor led course will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop. By the end f this course, participants will be able to:

- Understand problems and the creative problem-solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and redefine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

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Course Outline

Module 1: Getting Started

- Introductions
- Course Objectives
- Action Plans

Module 2: The Problem-Solving Method

- What is a problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

Module 3: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

Module 4: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

Module 5: Preparing for Brainstorming

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

Module 6: Generating Solutions I

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

Module 7: Generating Solutions II

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

Module 8: Analyzing Solutions

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

Module 9: Selecting a Solution

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

Module 10: Planning Your Next Steps

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

Module 11: Recording Lessons Learned

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

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