

RESOLVING PROBLEMS

COURSE OUTLINE

01428 741 482
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Resolving Problems

Overview

In today's rapidly changing business landscape, organisations must continually innovate, adapt, and find new ways of working. This one day course equips participants with practical tools, models, and techniques to become more effective and creative problem solvers. Delegates explore how to define problems accurately, uncover root causes, generate innovative options, evaluate alternatives, and implement solutions with confidence. The session blends structured methodology with creative thinking approaches to help participants move beyond traditional patterns and deliver better outcomes, faster.

Duration

6 Hours

Target Audience

Professionals at all levels who need to solve problems quickly, think creatively, and generate innovative solutions in fast moving organisational environments. Ideal for individuals who want to move beyond habitual approaches and apply structured, practical problem solving techniques.

Learning Outcomes

By the end of the course, delegates will be able to:

- Implement a six step problem solving process.
- Define problems clearly and identify their root causes.
- Develop a range of potential solutions.
- Analyse and compare alternative solutions.
- Select the most appropriate solution.
- Implement chosen solutions effectively.
- Establish control and evaluation systems to ensure success.

Course Content

Session 1 – The Modern Context for Problem Solving

- Why innovation and creative thinking are essential in today’s organisations
- The limitations of relying on “tried and tested” methods
- Characteristics of effective problem solvers
- Mindset shifts that support creativity and innovation

Session 2 - The Six Step Problem Solving Process

- Overview of the structured model
- When and how to apply each step
- Balancing analytical and creative thinking
- Using the process to avoid rushed or incomplete solutions

Session 3 - Defining the Problem and Identifying Root Causes

- Techniques for clarifying the real problem
- Distinguishing symptoms from causes
- Tools such as the 5 Whys and cause-and-effect analysis
- Avoiding assumptions and premature conclusions

Session 4 – Generating Creative and Practical Solutions

- Divergent thinking techniques to expand possibilities
- Brainstorming, mind-mapping, and lateral thinking tools
- Encouraging innovation and challenging existing norms
- Turning creative ideas into workable options

Session 5 – Analysing and Selecting the Best Solution

- Criteria for evaluating alternatives
- Decision-making tools and models
- Balancing risk, feasibility, and impact
- Reaching consensus and gaining buy-in

Session 6 – Implementing Solutions Effectively

- Planning and sequencing actions
- Identifying stakeholders and resources
- Anticipating obstacles and resistance
- Communicating the solution clearly

Session 7 – Control, Evaluation, and Continuous Improvement

- Setting success measures and checkpoints
- Monitoring progress and adjusting as needed
- Learning from outcomes to improve future problem solving
- Embedding a culture of innovation and reflection

Session 8 – Practical Application and Skills Practice

- Applying the six-step model to real workplace challenges
- Group exercises to practise creative thinking techniques
- Peer feedback to refine approaches
- Personal action planning for ongoing development