



# Business Problem Solving

## Course Description:

One way to define a problem is a situation in which a current state is separated from an ideal state by obstacles. Problem-solving in business is defined as implementing processes that reduce or remove obstacles that are preventing you or others from accomplishing business goals. Problems are often opportunities in disguise, and they are almost always portals for learning. In today's business environment we are faced with challenges and problems daily and many times find it difficult to develop adequate solutions. This course will provide you the tools and processes for solving problems while enhancing relationships and staying the course toward your organization's objectives and vision.

## Course Objectives:

Most problems don't have an immediately obvious resolution. In this course you will learn how to arrive at a resolution to your business problems through a clearly defined process.

- Learn the qualities a great problem solvers
- Understand and leverage your "Problem Solving Style"
- Develop the mental toughness to see things through
- Learn the two types of thinking and when to use them
- Learn the five stages of the Problem Solving process
- What are nine the questions to ask to define the problem
- Understand the difference between facts and assumptions
- Learn the keys to successful brainstorming
- Learn how to use the " 5 Why's"
- Use the law of cause and effect to arrive at a resolution