

# SOLVING WORKPLACE PROBLEMS

VITAL LEADERSHIP



Workplace problems arise from a deviation of the expected outcome: results are wrong, procedures are faulty or some other aspect of the project is unsuccessful. The difficulty encountered in solving problems occurs when the root cause is improperly defined or identified. In the rush to complete a project, people often take action on the first solution that appears when multiple solutions are possible. Determining the best solution requires a proven problem-solving process.

## CHOOSING THE BEST SOLUTIONS BRINGS SUCCESS

Solving problems in the workplace not only addresses issues and problems as they arise but also involves looking at the way things are currently done to find better methods and procedures.

The Vital Learning Solving Workplace Problems™ program provides supervisors, team leaders and managers with an effective approach and the tools necessary for improving current processes that organizations use to solve problems. Using structured activities, participants learn to identify the problem, uncover the cause, select the best solution, implement the solution, and determine what feedback and follow-up is necessary.

Solving Workplace Problems teaches leaders the following skills:

*Follow a step-by-step problem-solving process*

*Devise a problem statement that clearly defines the problem*

*Assess the context of the problem*

*Involve team members in the evaluation of root causes and a possible solution*

*Create an implementation plan*

*Obtain agreement and support for implementation*

Throughout the course, managers review case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.



## ESSENTIAL COURSE MATERIALS

Solving Workplace Problems is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

### Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

### Participant Workbook

- Provides exercises, forms, skill practice aids
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points



## BENEFITS OF SOLVING WORKPLACE PROBLEMS

Organizations can offer this course in classroom format.

Program is designed for six to 18 participants to complete in four hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to identify the problem by writing problem statements, identifying the magnitude of the problem and deciding how to proceed.

Participants learn to identify the cause of the problem and its symptoms.

Participants learn to select the best solution by generating alternatives and weighing them against the criteria.

Participants learn to implement the solution by evaluating resources, assigning tasks and establishing completion dates.

Participants learn to provide follow-up and feedback by identifying criteria to measure progress and any follow-up needed.

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