

# PROBLEM SOLVING SKILLS

## Introduction

**An intensive workshop concentrating on one of the key roles of a manager – problem solving.**

**Many managers try to solve complaints rather than problems. This course delivers a powerful methodology to ensure managers can identify and address the REAL problems, assess a range of solutions and choose the best fit.**

**Who will benefit:** All managers

**Duration:** One-day workshop

**No. of delegates:** Up to 10 delegates

## Optional value-add services

- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value
- Phone coaching for each delegate after the workshop to encourage the delegates to practise skills and discuss problem areas



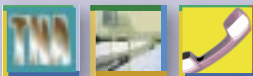
## Programme content

- The 6 Ps problem solving process
- Engaging others in solutions
- Analysis of complaints to identify the real problem
- Applying the 6 Ps process effectively
- Action plan for future implementation

## Benefits

Delegates will have:

- received practical skills and clear objective processes to enable managers to effectively solve problems
- engaged the right side of the brain enabling managers 'to think outside the box'
- learnt effective problem solving skills to increase overall productivity



DELIVERY

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