

**BUSINESS SKILLS**

**PROBLEM SOLVING FOR TEAMS**



**A SYSTEMATIC APPROACH  
TO CONSENSUS  
DECISION MAKING**

**Format:**

*Instructor-Led Workshop*

**Course Length:**

*1 Day*

**Pre-Requisite Courses:**

- *None*

**Course Description**

After taking this course, you will discover five tools that will help you recognize a problem, learn how to analyze a problem and its cause, find out how to outline your problem solving/decision making, and learn the eight tips that can improve a team's process. Bringing together a group of people with varied skills and talents to solve a common problem sounds simple enough. However, it's important to understand problem-solving techniques, problem analysis, decision-making tools, and solution implementation to effectively tackle problem solving as a team.

**Course Outline**

**Chapter 1: Problem Solving and Decision Making**

- *The Benefits and Skills*
- *Team Learning Objectives*
- *Team Commitment*

**Chapter 2: Process Overview**

- *What is a Problem Anyway?*
- *Problem Characteristics*
- *Consumer Tech Case Problem*
- *Problem-Solving Methodology*
- *Problem-Solving/Decision-Making Outline*

**Chapter 3: Communication Dynamics**

- *Communication Dynamics*
- *What Makes Team Meetings Work?*
- *Team Meeting Roles*
- *Documentation during Team Meetings*
- *Evaluate Your Team Meeting*
- *The Bottom Line*
- *Six Steps to Team Problem Solving*

**COURSES IN  
THIS SERIES**

***Facilitation Skills for  
Team Leaders***

*Leading Organized Teams  
to Greater Productivity*

***Problem Solving for  
Teams***

*A Systematic Approach  
to Consensus Decision  
Making*

***Self Managed Teams***

*Establishing the Self-  
Managed Team Model*

***Team Building***

*An Exercise in Leadership*

***Virtual Teams***

*Breaking the Boundaries  
of Time and Place*

***Working in Teams***

*A Team Member  
Guidbook*

***Working Together***

*Succeeding in a Multi-  
Cultural Environment*



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#### **Chapter 4: Problem Recognition**

- *Step One: Problem Recognition*
- *Problem Recognition Tools*
- *Team Case Problem: Problem Recognition*
- *Questions to Uncover Problems*
- *Brainstorming Guidelines*

#### **Chapter 5: Problem Labeling**

- *Step Two: Problem Labeling*
- *How to Find a Problem Label*
- *Force Field Analysis: A versus B*
- *Force Field Analysis: Obstacles*
- *Team Case Problem: Problem Label*

#### **Chapter 6: Problem Analysis**

- *Step Three: Problem Cause Analysis*
- *The Consumer Tech Root Cause*
- *Distinguishing Cause from Effect*
- *Team Case Problem: Cause Analysis*
- *Six Tools to Identify Problem Causes*
- *Have You Found It?*

#### **Chapter 7: Optional Solutions**

- *Step Four: Optional Solutions*
- *The Consumer Tech Problem Unfolds*
- *Team Case Problem: Optional Solutions*

#### **Chapter 8: Decision Making**

- *Step Five: Decision Making*
- *How to Make a Decision*
- *Team Case Problem: Decision Making*
- *The Consumer Tech Ranking*

#### **Chapter 9: Implementation**

- *Step Six: Implementation*
- *The Value of Action Planning*
- *Consumer Tech Action Plan*
- *Six Action Planning Tools*
- *Team Case Problem: Action Planning*

#### **Chapter 10: Summary**

- *Evaluation of Objectives*
- *Summary*