

BUSINESS SKILLS

PROBLEM-SOLVING SKILLS



**MANAGING STRESS
AT WORK
AND AT HOME**

Format:

*Instructor-Led group-paced,
classroom-delivery learning model
with structured hands-on activities.*

Course Length:

1 Day

Course Description

Regardless of the specific organization or position, your skills and previous training have allowed you to gain employment in the corporate world. One thing that you may not be adequately prepared for, however, is dealing with problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Being able to work in groups to solve problems will enhance your business knowledge and value to the organization. This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.

Course Objective:

You will investigate strategies to help you clearly define your problem, determine and present your solution, and monitor the results.

Target Student:

Business professionals who would like to learn effective group problem-solving techniques.

Hardware Requirements

- Pentium® 90 MHz or higher processor.
- Screen resolution of 800 x 600 set to 256 colors.

Software Requirements

- Windows® XP Home Edition, or Windows® XP Professional.
- Microsoft® Internet Explorer® 5.0x, 5.5, 6.0; or Netscape Navigator® (excluding 6.0 and 6.1).
- Adobe® Acrobat Reader® 6.0 or higher

**PREREQUISITE
EXPERIENCE:**

There are no prerequisites for this course. You may find the following courses beneficial:

*Motivating
Employees*

*Change Management
for Managers*

Managing Conflict

*Performance
Management*

*Communication
Techniques*

*Advanced
Communication
Skills*

Negotiating Skills

*Business
Presentations*

Business Writing:

From Email to Proposals



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- Apple® QuickTime® 5.0 or higher
- Macromedia® Flash Player® 6.0.79 or higher
- Macromedia® Shockwave® 7.0.2, 8.0, 8.5, 8.5.1 or higher.
- Turn off pop-up blocking. (Windows XP with Service Pack 2 Internet Explorer users only).

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- describe strategies for solving problems logically.
- examine strategies for defining the true issue of a problem.
- identify strategies for solving problems methodically.
- examine business strategies for acquiring decision acceptance when problem solving.

Course Content

Lesson 1: Starting to Solve Problems

- Topic 1A: The Problem-Solving Process
- Topic 1B: The Nature of Groups
- Topic 1C: Tools for Problem Solving
- Topic 1D: Problem-Solving Approaches

Lesson 2: Identifying the Problem

- Topic 2A: Determine the Problem
- Topic 2B: Investigate the Problem

Lesson 3: Determining the Solution

- Topic 3A: Analyze Problems Creatively
- Topic 3B: Consider Alternate Solutions
- Topic 3C: Choose the Best Solution
- Topic 3D: Solutions to Group Problems

Lesson 4: Accepting a Decision

- Topic 4A: Sell Your Solution
- Topic 4B: Implement Decisions