

# Problem Solving Skills

**Course length:** 5 hours\*

**Course Code:** 100594BT109

**This course will help you to successfully resolve work-based problems.**

## Benefits for the Learner

This is an ideal course if you find it hard to get to the bottom of work-based problems and even harder to resolve the issues involved.

You'll be shown a range of different tools to identify the root cause of the problem. Then you'll learn how to separate the problem from its symptoms and be shown new ways to generate creative solutions.

## Benefits for the Business

If your managers have a range of problem-solving skills in their armoury, they can often nip work-based problems in the bud before they spiral out of control and impact on the smooth running of your business.

This course is packed with practical advice, tips and techniques that encourage managers to act swiftly, fairly and effectively when faced with a problem within their department.

## What You Get From This Course

Having completed this course, you will be able to:

- Identify the root cause of a problem
- Distinguish between the problem itself and the symptoms of the problem
- Use a number of tools to define creative solutions to problems and evaluate each of them
- Implement solutions effectively

## What Does the Course Cover?

- Identifying problems
- Generating solutions
- Implementing solutions

## How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 5 hours to complete.

\*Courses are accessible for six months from the date of purchase.