

Problem Solving Workshop

½ or 1 day in-house course

Effective problem solving involves a robust process and the right mindset

Overview of course content

Problems are a part of business life. Having a robust and reliable approach for attacking and solving problems is essential. This course introduces the unique ROSCAR™ step by step approach to problem solving:

- Understand the real problem
- Focus on the desired outcomes
- Source and generate options
- Evaluate and make choices
- Take action
- Review success and learning

Key benefits

Confidence to deal with problems effectively

Save time and avoid the demotivation that stems from seemingly intractable problems

Improved processes and systems



// *Straightforward, practical and usable.* //

A brief history...

Some years ago we were asked to put together a 'simple' problem solving course. When we explored the various problem solving models that were in the public domain, we decided that we didn't like them. Either they were too rigid or they focused on the problem - rather than how to develop a workable solution. So we developed our own approach - ROSCAR™ - a no-nonsense approach to problem solving.

Duration and format

Half day or one day in-house course which can be tailored to meet particular needs.

Who is this course for?

Anyone and everyone who is required to solve problems effectively.

Problem Solving Workshop

Additional course detail

What's it all about?

We are all faced with problems – solving them effectively is an essential skill. In this programme you will learn a systematic process for attacking and solving problems. Within an overall 'Plan, Do, Review' framework, you will learn how to benefit from a range of simple but effective models that will help you to solve problems effectively.

The workshop introduces the unique ROSCAR™ step by step approach to problem solving.

Why this Problem Solving course?

If you need to bring a robust approach to bear on real business challenges, then this is the programme for you.

- **Develop your problem solving skills** - learn how to tackle any issue you are facing with a logical process.
- **Focus on the right problem** - examine problems BEFORE trying to solve them to ensure that effort is spent appropriately.
- **Develop a range of options** - learn different ways to develop and build viable options before selecting the 'best' one.
- **Save time** - by understanding how to attack each problem; never again spend hours labouring over one problem.
- **Learn from your mistakes...** and your successes - develop a process for active review so that you develop an approach to solving problems that works for YOU.

How do we do it?

ROSCAR™ is the step-by-step problem solving process, developed by Illumine to provide an accessible approach to problem solving:

- **Is this the REAL problem** - a lot of problem solving effort is wasted because it tries to solve the wrong problem. Taking the time to ensure the focus of your efforts is right is an essential first step.
- **The desired OUTCOME** - where do you want to get to? What will the ideal solution look like?
- **SOURCING and generating options for solving the problem** - where are the solutions and ideas going to come from? How will ideas be developed?
- **Evaluating Options and making CHOICES** - establish a range of ways of evaluating and selecting the 'best' solution to your problem.
- **Taking ACTION** - deciding what action to take is important, but so is making sure that you have thought of everything before committing yourself.
- **REVIEWING success and learning** - problem solving should be a process that improves over time. Reviewing what has and hasn't worked is an essential last step so that you can continually refine your approach to problem solving.
- **Action Planning** - a chance to think about the skills you have learnt and how to apply them in your own setting.

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Additional course detail

Continue and refresh your learning even after the course...

...all attendees on this course receive FREE access to the exclusive post course learning area of the Illumine website. This area is specific to the course and includes:

Guide to learning - Hints, tips, tests and further reading to help you to use the time you spend learning as effectively as possible..

Related Courses

Six Thinking Hats®	De Bono's tool is one of the idea evaluation techniques on this course. We also offer the full Six Thinking Hats programme separately
Creativity for Logical Thinkers	An ideal introduction to creativity, covering a range of techniques and the creative process model

How can I take this programme?

In-house courses - suitable for organisations that want to develop teams or groups of individuals from across the organisation. Programmes can be geared towards your organisation or industry sector with relevant activities, examples and case studies. Discuss your needs with an account manager on 01753 866633 or email inhouse@illumine.co.uk.

Continuous Development

CPD recognition is awarded on both public workshops and in-house courses, being dependent on the number of hours spent learning. On request Illumine will provide a certificate of attendance for you to use as evidence and attach to your record card.

About Illumine

Illumine Training provides management and personal skills development, focused on developing *better brains for better business*.

The range of courses and workshops is split into five business critical areas and are delivered through:

Public Workshops - 1 and 2 day workshops

In-house Courses - Specifically for teams or groups from within an organisation, tailoring as necessary.

FIT Sessions - In-house bite-size (90 minute) learning sessions designed by Illumine to maximise learning in the minimum time possible.

Other Options - Facilitation, Coaching, Away-days and Speakers.

Book 2 or more places on any public workshops to take advantage of our multiple booking discount:

2 places - 10% discount

3 places - 15% discount

4 places - 20% discount

Discounts will be applied when your bookings are processed and will not show on our online booking form