WHO & WHY ?

Problem Solving

For anyone who would like to feel more confident in solving problems, and have access to a range of techniques and skills that will help.

Outcomes

✓ Know the type of problem you are dealing with, and how to define it

✓ Apply a range of problem solving techniques to any problem

✓ Feel more confident and capable as a problem solver

Content

• Puzzles, and definition of problem solving

• 2 types of problem solving

• Key problem solving skills & techniques

• Case work & reflection

Learning Approaches

core learning input

puzzles & games

facilitation

your ideas & suggestions

solo activities

open discussion

case work

on site or online

" Very good
- probably the longest, busiest course I've been on, but the least boring.

Business Manager, London