

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

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