

Business Problem Solving

1 day

Description

This ILT Series course teaches students the fundamentals of solving business problems. This course introduces students to the need for problem solving, ineffective responses to problems, the elements of an effective solution, and the skills needed to for effective problem solving. Students will also learn how to avoid inappropriate responses to problems, identify types of problem solvers, overcome barriers to problem solving, and identify phases of the problem-solving process. Course activities also cover the process for generating solution options and a method for prioritizing problems, the ability to identify a problem's root causes, develop and implement an effective solution, track the success of your solution, and define multiple analysis techniques and different methods to reach conclusions. Students also learn about logical and creative thinking, quantitative and qualitative analysis techniques, reasoning, and conclusions.

Prerequisites

- *None*

Course Outline

Unit 1: Problem solving basics

Topic A: Fundamentals of problem solving

Topic B: Effective problem-solving approaches

Unit 2: Problem solving in the corporate world

Topic A: Problem solvers

Topic B: The corporate problem-solving culture

Unit 3: Problem-solving process

Topic A: Identifying problems

Topic B: Committing to a solution

Topic C: Confirming problem elimination

Unit 4: Critical thinking and information analysis

Topic A: Critical thinking

Topic B: Quantitative analysis

Topic C: Qualitative analysis

Unit 5: Problem-solving teams

Topic A: Managing problem-solving teams

Topic B: Driving a successful team