Problem Solving Syllabus

Last Updated August 2017

Instructor Information

Instructor	Email	Location & Days/Hours
David Mangan	david.mangan@centerfbc.com	Atlanta, GA Area - 2.5 Days

General Information

Description

There are many problem-solving methods that are very good and comprehensive in design. The issue with many of these methods is that they are cumbersome and time-consuming and therefore lose traction for everyday utilization. This program does not suggest that an organization disregard whatever method has already been implemented. What we provide is a method that is template based, yet can also be accomplished conversationally (without completing a template).

Expectations and Goals

1. The main goal is to have a common method that each person can utilize for raising an issue by identifying the question the problem is attempting to resolve.
2. Participants will learn how to prioritize the problem statements regarding the organization's readiness to address the issue and the impact the solution would have on the organization's results.
3. When a problem is highly prioritized and requires project resources, the participants will learn how to focus the projects success factors and who should be involved and what role they will play.
4. Participants will learn a couple of quick methods for visually displaying problem dynamics and business conflicts.
5. Additionally, participants will learn how to use nominal group techniques to select solution options meant to solve the issue.

Course Materials

Required Materials/Actions

- Bring a laptop with Microsoft Office Suite and access to Google Chrome.

- Pad and Pen for note taking.

- Bring a list of problems you believe are systemic and not yet resolved in your organization.

Suggested Text

- **Business Reengineering:** The Survival Guide, Yourdon Press, Authors: Dorine C. Andrews & Susan K. Stalick
- **Leading With Questions:** How Leaders Find the Right Solutions By Knowing What To Ask, Jossey-Bass, Author: Michael Marquardt
- **Optimizing the Organization:** Unleashing the Potential of Practices, Processes, and People, Tata McGraw Hill Publishing, Author: Subhash Khare
- **Charting the Corporate Mind:** Graphic Solutions to Business Conflicts, Free Press, Author: Charles Hampden-Turner