PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Problem Solving in Action Training

Smart Solutions: Problem Solving in Action is a practical, hands-on program designed to equip participants with the skills, tools, and confidence to solve real-world problems quickly and effectively. Whether you're working independently or as part of a team, this course provides a clear, structured approach to identifying issues, analysing root causes, designing solutions, and implementing change that sticks.

Using interactive activities, and proven methodologies, participants will learn how to think critically, collaborate productively, and apply smart, simple, and scalable solutions in their day-to-day work. By the end of the program, you'll walk away with actionable strategies and a problem-solving toolkit you can apply immediately.

What You'll Gain:

In today's fast-paced and ever-changing work environment, the ability to think clearly, adapt quickly, and solve problems effectively has never been more important. Smart Solutions: Problem Solving in Action has been designed to empower individuals and teams to approach challenges with confidence and creativity.

This course is not about complex theory or rigid models. Instead, it focuses on practical, real-life application helping participants build the mindset and skillset needed to make better decisions, improve processes, and deliver impactful outcomes. Through structured frameworks, engaging discussions, and hands-on practice, participants will discover how even small improvements can lead to meaningful results.

We invite you to approach the program with curiosity, openness, and a willingness to think differently. The tools and techniques you'll learn here will support you long after the course concludes enabling you to tackle challenges proactively and deliver smart solutions in any situation.

Outcomes

In this course participants will:

- Develop a proactive problem-solving mindset by applying curiosity, questioning assumptions, and adopting a growth mindset.
- Identify and clearly define workplace problems using critical thinking and structured analysis.
- Gather and evaluate relevant information to understand issues and determine true root causes.
- Generate, assess, and select effective solutions using a systematic problem-solving process.
- Test, implement, and evaluate solutions to ensure they deliver the intended outcomes.
- Apply continuous improvement practices, including the PDCA cycle, to enhance processes and prevent recurring issues.
- Understand their REACH style and how it influences communication, collaboration, and problem-solving.
- Adapt their approach to work more effectively with others and improve overall problem-solving performance.

Modules

Lesson 1: Developing a Problem-Solving Mindset

- Key Elements of Problem-Solving
- What are the Benefits of a Problem-Solving Mindset?
- Fixed vs Growth Mindset
- How do we Start Building a Problem-Solving Mindset?
- Curiousity and Questioning Assumptions

Lesson 2: The Problem-Solving Process

- Benefits of Critical Thinking in the Workplace
- Identifying the Problem
- Gather and Evaluate your Information
- Identifying the Root Cause
- Evaluating the Root Cause
- Generate Potential Solutions
- Selecting a Solution
- Testing Ideas
- Implementing a Solution
- Evaluate the Solution

Lesson 3: Continuous Improvement

- Why Focus on Continuous Improvement?
- PDCA Cycle (Plan-Do-Check-Act)

Lesson 4: Your REACH Style and Problem Solving

- Preferred Style does not Determine Ability
- Problem Solving Traits
- Adapting your Style

Talk to our expert team

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