Problem Solving

A one-day workshop

Tutor Notes:

OHP reference - Slides to be used according to your presentation preference and availability of equipment (as acetates or PowerPoint slide show)

EQUIPMENT REQUIRED

- Room
- O.H.P / PowerPoint facility
- Flip Chart
- Flip Chart Pens
- Post it Notes
- Blue Tac
- Tutor Notes
- Delegate Handouts 1 per Delegate
- 6 oranges (not pip less!!!)
- 1 paper cup
- Action Plan template

Workshop Objectives:

At the end of this session you will have: -

- An understanding of the need to deal with problems as they occur
- Know how to use systematic and effective problem solving techniques
- Principles of problem solving
- Techniques for defining the problem
- Identifying the problem
- Generating the solutions
- Implementing your solution

ACTION	NOTES	EQUIPMENT
9.00	MEET DELEGATES	
	Introduce yourself to delegates over coffee before entering the room.	**Delegate List**
9.15	INTRODUCTION/ADMINISTRATION	
Explain	Officially welcome delegates to the course. Before getting started – go over the general housekeeping. Start & Finish Times Lunch & coffee breaks Toilets Course confidentiality/Safe environment	
	Introduce yourself and then get delegates to introduce themselves – name, job role, and experience, what are their personal objectives for the day?	**OHP 2**
9.30	OBJECTIVES & AGENDA Talk through the objectives and agenda of today's training session	**OHP 3**
9.40	**Problem Categories** Explain problem categories Ask delegates to turn to page 3 of notes and write down some examples of the three different categories. Then put them into 3's and ask them to identify one of their listed problems to work on during the workshop Each '3' should have one problem between them to	**OHP4 / Handouts**

	refer to during the course	
10.05	Allow 20 minutes for this exercise – take feedback to identify problems in each of the three categories collect this on flip chart Tell them we will come back to this later	**Flip Chart**
10.10	Now explain about Convergent and Divergent problem solving Ask delegates to complete the questionnaire on page 4 / 5 of the handouts Take feedback on individual styles Show how to improve either style Explain that it is best to have both styles available	**OHP 5** **Handouts** **OHP 6 / 7**
10.45	Break	
11.00	**Six steps to effective problem solving** – explain steps Now to your group problem – into your 3's **Stage 1 – Identify the problem**	**OHP 8**
11.10	More difficult than it sounds – lets take a look at some of the techniques we have available Explain Pareto Analysis	**OHP 9**
11.30	Ask delegates to try this out on their problem and then try to put the problem into one or two sentences Allow 20 minutes for this exercise and take feedback. Ask • how did it go	

	• did it work for your group • read out your sentence (s) to identify your problem	
11.45	**Identifying Patterns:** Is / Is not matrix This is also about organising your knowledge and ideas about the problem Explain how it works	**OHP10**
12.00	Ask the groups to have a go at using his with their problem – refer them to the table on page 16 Allow 20 minutes and then take feedback as before:	**Handouts**
12.20	• how did it go • did it work for your group • Has it improved your knowledge of your problem?	
12.30	Lunch	
1.30	**Stage 2 - Specify the cause, reasons and effect** Provide the teams with flip chart paper and pens. Ask them to work on their cause and effect diagram referring to the instructions on pages 17 / 18 of the delegate notes using their identified problem Allow 20 minutes for this exercise.	**Flip Chart paper / pens**
1.50	Ask groups to 'present ' their diagram to the other groups	
2.00	Now we have a lot of information about our problems using some of the techniques. Lets now think about possible solutions **Oranges Exercise:** Say – these are the last six oranges left in the world.	**6 oranges**

	We have been given a mission today to try to 'save the orange'. Each orange pip will produce a tree with 12 oranges on it. How many oranges can we get from our last six? Allow them to debate this with you – they will come up with various suggestions. The only one that will work is them peeling all the oranges and discovering exactly how many pips we have. Give them the oranges and let them do it (You might want to have some paper towels handy or let them go to the loos to wash their hands afterwards!!). Also, let them eat the oranges!!	
2.20	**Generating Solutions**: A great way of doing this is Brain Storming; How does it work? It works in stages to do it properly. I'm going to take you through the stages with this paper cup Stage 1 – show OHP - then do it Stage 2 – show OHP – then do it Stage 3 – show OHP – then do it	**Paper cup** **OHP 11** **OHP 12** **OHP 13**
3.00	Break	
3.15	Now back into their groups of 3 to complete brain storm for their problem Allow 20 minutes for this exercise	
3.35	Take feedback on their preferred solutions	
4.00	Stage 5 - Action Planning Show action planning template	**OHP 14**

	Ask them to prepare their action plan for their preferred solutions	**Action Plan template**
4.15	Allow 15 minutes for this exercise	
	Take feedback	
4.25	Personal People Skills Questionnaire	**Handouts pages 24 - 33**
4.40	Questions / Evaluation	
	Thank delegates for their work	
	Close	