

# Skills

## Course

### PROBLEM SOLVING SKILLS



R 1,300 incl VAT (Non-WHC)

R 840 excl VAT (WHC)

Discounts apply to groups



Classroom based



1 day

Problem solving requires two distinct types of mental skill, analytical and lateral thinking.

Analytical skills refer to the ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed. Lateral thinking refers to the ability to solve problems through an indirect and creative approach, using reasoning that is not immediately obvious and involving ideas that may not be obtainable by using traditional step by step logic.

The course has 5 modules including a "Test your knowledge" at the end of each module:

- Introduction
- Module 1: The Problem-Solving Environment
- Module 2: Effective Problem Solving
- Module 3: Problem Solving Tools
- Module 4: Tool and Form Templates
- Module 5: Case Study



At the end of this course learners will have a better understanding of:

- the barriers to problem solving,
- the skills required for effective problem solving, whole brain creativity,
- the problem-solving process,
- the available tools for problem solving,
- developing and weighing up alternative solutions and proactive thinking.



At the end of this course, learners will be expected to complete a final assessment:

- There are 50 multiple choice questions.
- The pass mark is 70%.
- Learners have unlimited attempts.
- A certificate will be issued on passing the assessment.



Team leaders, managers, supervisors, and employees who want to improve their problem-solving skills.

"A problem well stated is a problem half solved."

- John Dewey



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