TEAM PROBLEM SOLVING

IMPACT ON THE ORGANIZATION

Today's problems are complex, affecting many parts of the organization. In response, most organizations are increasingly relying on cross-functional teams that have been trained in problem solving. These problem-solving teams collect data, analyze the situation (using disciplined analytical methods), evaluate alternatives, develop recommendations, and present their findings. Within many organizations, they are not only gaining more responsibility for managing workflow: they are increasingly viewed as a key catalyst for change.

LEARNING OBJECTIVES

- Describe the flow of work in your department, and identify "roadblocks"

- Master team problem-solving and collaboration processes, and practice the tools used in these processes

- Work as a team to analyze realistic business problems using specific problem-solving tools

- Present analyses and solicit effective feedback

- Develop lists of potential solutions

- Evaluate those solutions, and use problem-solving tools to achieve consensus on the best alternative

- Carefully develop an Action Plan for implementing your chosen solution

- Develop and use metrics to track the progress of your solution in addressing the problem

- Identify steps to ensure that a solution is permanent

- Present your team's proposed solution(s)

TIME INVESTMENT: Typically 12 hours; can expand to 16 hours

In this two-part module, participants will map a critical process within the organization, identify roadblocks and barriers to efficient operations, and work through a five-step problem solving process. Through hands-on practice, participants develop specific skills for analyzing problems; ensuring that the "right" problems are being addressed; developing alternative solutions; selecting the best option; and developing an action plan for implementing and tracking their solutions. Finally, participants will plan and deliver a clear, concise presentation of the proposed solution and its bottom line impact.

CUSTOMIZATION

This program can be customized to reflect your organization's procedures, policies, cases, examples, and terminology. Please inquire about these optional consulting services.