

Complex problem-solving

90-minute webinar

This energetic, interactive and practical session will give participants the knowledge and skills to solve complex problems successfully. They will leave with powerful, innovative techniques and tried-and-tested tools that will enable them to be more successful in their roles. These include pros and cons, SWOT analysis, brainstorming, fishbone analysis and appreciative enquiry as well as delving deeper to find the root cause. Participants will learn how to use systems thinking to explore and gain insight to complex problems.

Learning objectives

- Identify problems and ensure they're tackling the right problem
- Be able to explain how mind-set drives problem-solving behaviours
- Apply a three-phase 'problem to implementation' process
- Use root cause analysis
- Apply a 'quick path' approach for making decisions in an urgent situation

Webinar overview

9.00 Welcome, agenda, overview

Story to bring to life the importance of handling complex problems effectively. Objectives, agenda.

9.10 Understanding the problem

Techniques to explore the problem, including 5 whys and root cause analysis. Making sure they're solving the right problem. Volunteers demonstrate the techniques using video or microphone.

9.35 Developing a problem-solving mindset

Taking ownership can be scary – it means putting yourself at risk by coming up with solutions and moving things forward. Getting over that mindset and freeing yourself up to approach problems with a proactive, solution-focussed mindset can mean you achieve much more in your role. Techniques for developing a problem-solving mindset.

9.45 Problem-solving strategies

Introduction to several tried-and-tested problem-solving strategies with group discussion to explore how they can be used in a variety of different business situations. Participants share how they can use them using 'mic' or written 'chat'. Individual reflection activities where participants work on their own scenarios using the techniques.

10.10 Making fast decisions

Often problems have to be solved on the spot. There isn't always time for analysis or for reflection. How can participants adapt some of the techniques when making decisions to solve problems under pressure? Overview of the key elements they need to consider.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close