

Description

The ability to effectively diagnose and solve problems is a critical competency in business today. Once a problem is diagnosed, it is imperative that a solution is found and a decision is made on how to implement that solution. This course will discuss concepts and steps on how to effectively solve problems and make decisions.

Objectives

After your training program, the participants should be able to:

- Diagnose the root cause of a problem.
- Create a problem definition statement.
- Determine the "best" solution to a problem.
- Identify the components of a solution implementation plan.

Audience

This program is designed for associates and leaders at every level of your organization.

Requirements

There are no regulatory requirements to provide training on problem solving and decision making.