

Management Problem Solving Skills Workshop

Outline

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Course Length - 1 Day

Overview

Problems occur in the workplace all the time. This course is designed to guide attendees through a systematic method for resolving an undesirable situation in a way to ensure it does not occur again. While everyone is familiar with solving problems, much of that experience comes from solving the same or similar problems over and over.

Goals

At the end of this course, participants will:

- More effectively define a problem
- Identify the consequences of the problem
- Resolve the problem

Workshop Topics

- A. Introduction to Problem Solving
- B. Identifying and Prioritizing Problem
- C. Define the Situation
- D. Fix the Situation
- E. Identify the Root Cause(s)
- F. Take Corrective Action
- G. Evaluate and Follow-Up
- G. Problem Solving Exercise
- H. Course Summary

Participants attending this workshop should be call center managers or supervisors.

Materials

The workshop is an interactive learning experience.

- Participants receive workshop workbook