

# Management Problem Solving Skills Workshop

## Outline

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Course Length - 1 Day

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## 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