



## PROBLEM SOLVING

### NQF LEVEL 4

### UNIT STD - 242817

 087 135 5543

### WORKSHOP OUTLINE

- Define problem solving
- Solve problems as a team
- Apply the 4 steps to problem solving
- Identify problem solving tools
  - Communication
  - Brainstorming
  - Understand the root cause analysis
  - Formulate a cause and effect analysis
  - Formulate a paired comparison analysis
  - Understand the pareto analysis
  - Formulate a risk analysis
  - Prepare flow charts

**01**

Focus on practical application of skills, learnt, applied and practised

**06**

Improving the learner's confidence, attitude, knowledge and skills are critical

**05**

Edge ensures that the learners are engaged and receptive to training

**02**

Knowledge sharing and team learning form part of Edge's unique training methods

**03**

Programmes are flexible and easily adaptable to suit the various learning styles

**04**

Interactive sessions include group discussions, case studies, Q & A sessions and role-plays

## COURSE METHODOLOGY

### OBJECTIVE

By the end of this course you will have a better understanding of how to solve problems in teams and in your own life. Role playing the various tools and basic steps to finding solutions to problems in generic business situations, will enable you to better apply these skills to work and real-life situations.

### EDGE TRAINING CONSULTANCY

With over 20 years of Human Development training experience, Edge Training has a Level 1 BBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or an Accredited Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed learnerships. Most of our learnerships and workshops are also offered as online courses.

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**CHANGING LIVES**