

Problem Solving

The Business Context

Most teams are quick to jump to a solution — and slow to check whether they've actually understood the problem. The result is a fix that treats the symptom, not the cause, and the same issue quietly resurfaces a few months later wearing a different disguise.

This programme builds a structured, practical approach to problem solving — one that slows the diagnosis down just enough to get it right, then moves briskly through generating options, deciding, and testing whether the fix actually worked. It's built for real workplace problems, not textbook case studies.

Target Audience

This programme is suited to leaders, project teams, and cross-functional groups responsible for solving recurring, complex, or high-stakes problems — particularly where previous fixes haven't held.

Programme Purpose

The purpose of Problem Solving is to build participants' capability to diagnose problems accurately and apply a structured, collaborative process to solve them effectively and sustainably.

Programme Objectives

Upon completion of this session, participants will be able to:

- 🔥 Distinguish a symptom from the underlying root cause of a problem
- 🔥 Apply a structured process to define and diagnose a problem before jumping to solutions
- 🔥 Generate and honestly evaluate a genuine range of possible solutions
- 🔥 Select and pressure-test the most viable solution before committing to it
- 🔥 Implement a solution with a clear way to check whether it actually worked
- 🔥 Draw effectively on the perspectives of the people closest to the problem