JAMES COOK INSTITUTE

COURSE DURATION

16 hrs

COURSE OVERVIEW

Many businesses had found it difficult to continue operating in this changing business environment, and for those who have, they had to pivot and transform their business models or processes to adapt to the new normal. This had led to accelerated changes and demand for efficiency improvement across the organizations.

One critical success factor is for all levels of employees, both leaders and rank and file workers, to be equipped with the mindset and skillsets needed to recognize and review workplace problems in a structured manner, utilizing a framework that supports the articulations and review of issues, identification of root causes and thereafter be able to develop and select the appropriate solutions.

Thus, there is a great need for the much sought-after ability to identify problems and focus on solutioning techniques.

COURSE OBJECTIVES

On completion of the course, learners will be able to:

- Recognise impact of problems on job responsibilities
- Identify sources of problems
- Apply communications skills to provide context regarding the problemsolving approach
- Apply a solution generating framework to generate solutions
- Evaluate solutions to solve problems

TARGET AUDIENCE (OPERATIONAL)

Working adults from all sectors who are involve in the daily operations of the company.

ASSUMED SKILLS

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should preferably have at least 1 year's working experience in any industry, however new hires without prior working experience can also attend this course

TRAINING METHODOLOGIES

Lectures and discussion, videos and activities designed to bring out skills practice.

COURSE CONTENT

Learning Unit 1: Identify sources and impact of problems on job responsibilities

- Symptoms of Potential Problems

- Sources of Problems

- Root Cause Analysis

- Identify Impact of a Problem

Learning Unit 2: Frame the problem-solving approach

- Modes of Communication for Problem-Solving

- Corrective Actions

- Reflective Mechanisms for Problem-Solving Process

Learning Unit 3: Generate & evaluate ideas

- Generate Alternative Solutions

- Evaluating and Selecting Solutions

- Strengths and Limitations

- Constraints of a Solution

- Areas of Impact

- Implementation of An Action Plan