

WSQ Problem Identification & Solutioning Techniques



COURSE DURATION

16 Hrs



COURSE REFERENCE NO.

TGS-2022013934



MODE OF TRAINING

Classroom



FUNDING VALIDITY

Till 30 May 2026

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 recognise and review workplace problems in a structured manner, utilising a framework that supports the articulation 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.

Target Audience

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

Course Objectives

By the end of this 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 problem solving approach
- Apply a solution generating framework to generate solutions
- Evaluate solutions to solve problems

FULL FEE

\$420

(Subject to 9% GST)

NETT FEE AFTER FUNDING

\$163.80

SME OR Singaporean age
40 and above (Inclu. GST)

\$247.80

Non-SME OR Singaporean
age 21 to 39 OR Singapore
PR
(Inclu. GST)

Subsidies Available
Individual

SkillsFuture Credit
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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



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