

WSQ Problem Identification and Solutioning Techniques

Description

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.

Who is this Course For?

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

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 problem solving approach
- Apply a solution generating framework to generate solutions
- Evaluate solutions to solve problems

Course Duration

16 Hours

Course Reference No.

TGS-2022013934

Mode of Training

Classroom

Funding Validity

Till 30 May 2026

Full Fee \$420

(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	70%	\$163.80
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	50%	\$247.80
Subsidies available: SFC, SFEC, PSEA		



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

