



Problem Solving Facilitation

One of the critical competencies for success as a leader is having highly developed facilitation skills. The goal of this seminar is to allow participants to learn a problem solving thought process and be able to lead others through that process. Participants will learn how to keep others focused on a fact-based approach. Strategies will be modeled throughout the session and participants will have the opportunity to take turns within their own problem solving team to practice the strategies and tools being learned. At the end of the session, participants will present to management a brief update on the problems that they worked on during the session and give feedback on the session itself.

24-hour Session

- The role of a facilitator
- Facilitator tools and behaviors
- Review the basic process steps of problem solving
- Understand purpose and function of problem solving
- Learn and practice facilitation tools and techniques to use in leading others in problem solving efforts
- Customized content of tools to be presented and practiced. Examples include Cause/Effect Diagram, 5 Whys, 8D, Is/Is Not, Facts/Symptoms List, 5W1H, PDCA, Brainstorming, Control Charts, Decision Making, Force Field Analysis, Brain Mapping, Process Flow Diagram and Radar Chart.

Participants will also learn how to encourage appropriate interaction and will be given tools for reaching true consensus. The tools and behaviors discussed in the session will be practiced through group facilitation and role-plays.

**Call today for more information about
these exciting programs!
800.577.4293**