

Recognising a Problem

Duration: 30mins

Overview:

In this course you will investigate the types of problems we encounter in a management context and typical barriers that prevent us recognising and solving problems. You'll also investigate a systematic approach to analysing and solving problems and discover some techniques for recognising potential problems.

Outcomes:

- ✓ Be able to recognise various problems
- ✓ Understand how to solve everyday problems
- ✓ Adopt a systematic approach to recognising and solving problems
- ✓ Know some typical barriers to problem solving
- ✓ Understand the difference between bounded and unbounded problems
- ✓ Be able to write a problem statement.

Summary:

- ✓ Problems
- ✓ Barriers to problem solving
- ✓ Your problems
- ✓ Sensing problems
- ✓ What next?

Problem Analysis

Duration: 30mins

Overview:

In this course you will investigate the tools and techniques for problem analysis and a systematic method for getting to the causes of problems quickly.

Outcomes:

- ✓ Know how to analyse problems
- ✓ Learn a method for finding causes quickly
- ✓ Understand the problem solving funnel
- ✓ Learn some useful questions to ask to understand the problem
- ✓ Know how to identify differences
- ✓ Be able to identify possible causes
- ✓ Understand what action to take.

Summary:

- ✓ Analysis
- ✓ Questions
- ✓ Specifying the problem
- ✓ Causes
- ✓ Action.

Decision Making

Duration: 30mins

Overview:

In this course you'll look at processes designed to help you to evaluate all the alternatives precisely and specifically, and then make the right decision.

Outcomes:

- ✓ Be able to define objectives
- ✓ Understand the decision-making procedure
- ✓ Be able to conduct a risk analysis
- ✓ Know how to prepare for making the decision
- ✓ Understand how to make the decision
- ✓ Know how to follow up your decision.

Summary:

- ✓ Decision making
- ✓ Approach the decision
- ✓ Making the decision
- ✓ Making sure.

Making Sense of Information

Duration: 30mins

Overview:

In this course you will look at how to process the information you have gathered and build a picture of the situation represented in that information.

Outcomes:

- ✓ Know the difference between quantitative and qualitative information
- ✓ Be able to check your understanding of the information you have gathered
- ✓ Know the importance of creating and testing hypotheses
- ✓ Know the difference between proactive and reactive problem solvers
- ✓ Understand how to use various tools for examining problems.

Summary:

- ✓ How we understand
- ✓ Testing your understanding
- ✓ Analysing a situation.

Presenting the Solution

Duration: 15mins

Overview:

In this course you will examine good ways of formatting information to make it as clear as possible for yourself and for others.

Outcomes:

- ✓ Understand why monitoring and appraising performance is important
- ✓ Know who should be involved
- ✓ Know the various methods of monitoring and appraising performance
- ✓ Know how the information can be used.

Summary:

- ✓ Why monitor performance?
- ✓ Methods of monitoring performance
- ✓ Appraising performance
- ✓ Quick quiz.