

**Duration:** 3 hours

**Course level:** Introductory

**Delivery method:** Online

Henry Ford once said,

**“Most people spend more time and energy going around problems than in trying to solve them”.**

## Introduction

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**Time and energy are precious business resources. Finding a way to tackle problems efficiently will help businesses to preserve both.**

This course is an ideal introduction to a set of tools, theories and techniques for solving problems effectively. It shows you how to take a systematic approach to any kind of problem, identify root causes and implement creative and enduring solutions.

## Who is the course for?

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**Problem Solving Skills** is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

## What will you get from this course?

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When you have completed this course, you will be able to:

- identify the root of a problem
- describe how to distinguish between the problem and its symptoms
- use a number of tools to find creative solutions to problems
- evaluate solutions using different techniques.

## Course features

**Problem Solving Skills** gives you a theoretical introduction to solving problems effectively.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

**Problem Solving Skills** is available for six months from the date first accessed.

Other courses you might be interested in

Analysing Information  
Using Information for Decisions  
Leadership

**Course code:** 100594BT109

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future.  
It's in  
our hands.

