SOLVE BETTER TOGETHER

Practical problem-solving and decision-making for teams

Non-Credit Bearing

Find the real cause. Improve the process. Make decisions that work.

Recurring problems, missed deadlines and frustrated customers often have something in common: the underlying causes are not fully understood. Teams may work hard to put things right, yet find themselves dealing with the same delays, errors and inefficiencies again and again.

Delegates will discover and practise structured ways to solve everyday workplace problems together. By examining how work actually flows, questioning assumptions and identifying the causes of poor performance, teams learn to develop improvements that save time, reduce unnecessary effort and strengthen service delivery.

Delegates work through a realistic, connected workplace challenge, applying each technique as they progress from identifying a problem to selecting a solution and planning its implementation. They leave with straightforward tools they can use immediately, and a clearer understanding of how collaborative thinking leads to better operational decisions.

WHO SHOULD ATTEND

This workshop is ideal for employees and teams involved in solving practical workplace challenges and improving the way work gets done, including:

- Operational teams, supervisors and team leaders
- Administrative and customer-facing employees
- Employees working across departments or shared processes
- Managers responsible for service delivery, quality or process improvement
- Anyone involved in identifying problems and making workplace decisions

HOW YOU WILL BENEFIT

- Recognise recurring problems, wasted effort, delays and opportunities to improve everyday work
- Define workplace problems clearly using facts rather than assumptions
- Use simple process maps to identify bottlenecks, duplication and unnecessary steps
- Investigate underlying causes using the 5 Whys and cause-and-effect analysis
- Work collaboratively to develop practical, creative solutions
- Evaluate alternatives and make balanced decisions using clear criteria
- Plan improvements, assign responsibilities and check whether changes are working

One-day course 08:30 -16:00

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WHAT WILL BE COVERED

See the problem clearly

- Distinguishing problems, symptoms and underlying causes
- Spotting rework, waiting, duplication, unnecessary steps and avoidable errors
- Separating value-adding work from activities that consume time without improving outcomes
- Writing a clear, evidence-based problem statement

Follow the flow: understand the process

- Mapping the steps in a familiar work process
- Identifying handovers, delays, bottlenecks and unclear responsibilities
- Understanding the impact of one team's work on the next
- Pinpointing opportunities to simplify and improve the workflow

Find the real cause

- Separating facts and evidence from assumptions and opinions
- Asking the 5 Whys to explore why a problem keeps occurring
- Using a Fishbone Diagram to organise and investigate possible causes
- Agreeing which causes need to be addressed first

Create smarter solutions

- Generating ideas through structured team brainstorming
- Exploring ways to eliminate unnecessary tasks, combine activities and reduce rework
- Testing proposed solutions against practical workplace constraints
- Considering the impact of changes on colleagues, customers, resources and quality

Decide with confidence

- Setting decision criteria such as impact, cost, feasibility, effort and risk
- Comparing options using a simple decision matrix
- Avoiding rushed conclusions, groupthink and premature agreement
- Reaching a reasoned decision and securing shared commitment

Make improvement happen

- Turning the preferred solution into clear actions, owners and timeframes
- Using Plan–Do–Check–Act to test, review and refine improvements
- Selecting straightforward measures of success
- Developing a practical 30-day workplace improvement plan