

What's Your Problem?

Target audience:

- Employees at all levels who want to enhance their customer service abilities by enhancing their problem-solving techniques.
- Managers who want to be more effective
- Anyone who wants to enhance their problem-solving skills

Objectives:

1. Learn techniques to effectively solve problems, personally and professionally.
2. Understand and identify the various components of a problem and the importance of each with determining the best solution.
3. Discover how to effectively communicate during problem-solving.

Problem-Solving Workshop Overview:

One's ability to solve problems has a direct impact on their success. This program will teach an effective communication and problem-solving technique that helps participants look at and communicate important issues and decisions from a number of different perspectives. This technique helps people communicate clearly in order to make better decisions by pushing them to move outside their habitual ways of thinking. As such, it helps them understand the full complexity of a problem or a decision, and spot issues and opportunities which you might otherwise not notice. This powerful technique helps sort out the details that comprise a problem.