



# Effective Problem Solving Skills

## Unlock your skills to solving problems



- Identify symptoms to a problem as well as a list of potential problems
- Apply tools to identify the root cause(s) of the exact problem



**Course Code: VTLOK1SES**

Duration: 2 Days (14 Hours)

### Course Brief

After this 2-day workshop, you will be able to:

- Identify symptoms to a problem as well as a list of potential problems.
- Identify the exact problem.
- Apply tools to identify the root cause(s) of the exact problem.
- Utilise idea generation methods to find solutions to the identified problem.
- Evaluate list of solutions to select one to overcome the problem.
- Execute an implementation plan to solve the problem.
- Review and adjust the plan to improve the problem solving solution's effectiveness.

### Course Outline

- Determine and confirm the types and sources of symptoms
- Detect a list of potential problems
- Establish the exact problem from this list
- Analyse the root cause(s) of the identified exact problem
- Lead the team to generate probable solutions to solve the exact problem
- Review and justify the solution list and select one solution to solve the exact problem
- Develop an implementation plan and execute
- Evaluate the solution and implementation plan effectiveness
- Review and develop changes to enhance the effectiveness of the solution

### Methodology

Experiential learning, Videos, Individual, paired and team activities, Self-reflection and Translation into actual action plan that can be applied immediately at work.

### For Your Delight

- Refreshments are provided for morning and afternoon tea breaks.
- A Certificate of Attendance will be given subject to 90% attendance.



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Grants/Subsidies

**SkillsFuture Credit**

**SDF Subsidy**

**PIC Scheme**

### This course is for

**Public Sector** - Division 1, 2 and 3

**Private Sector** - Managers, Executives, and Supervisors

### Course Fee

S\$420.00 before GST

S\$449.40 after GST

### Trainer's Profile



Daniel Kam

- More than 20 years of corporate leadership experience.
- Degree in Business Administration with specialization in Marketing.
- Certified as a trainer for Brian Tracy range of sales leadership courses.

### Related Courses

- Effective Management Skills for New Managers

### Four Ways to Register

- 1) **By e-mail/Fax**  
Download Registration form
- 2) **Online Sign Up via our website**
- 3) **By HRMS-2 / ACE System**  
For government ministries on HRMS-2 or ACE portals inform your Training Coordinator of our Course Code and Course Date. Be sure to inform them that the Training Provider is Oaks Training
- 4) **By Phone: Call 6423-1183**