

Problem-Solving Techniques

Objectives

To provide the knowledge and skills required to implement a process for solving problems based on techniques for identifying the problem, gathering relevant facts and providing a sound analysis of the information prior to taking corrective action.

Targeted audience

Any audience.

Prerequisite

None.

Content

- Rationale for the methodology: introducing a framework for solving problems
- The objectives of problem-solving: why and by whom
- Stating the problem: identifying what exactly is wrong
- Diagnosing the problem: what, where, when and the scope of the problem?
- Identifying the potential causes: using your knowledge and experience to identify the cause of the problem
- Identifying distinctions: unique, specific or different components
- Identifying changes to be made: potential impacts on the cause of the problem
- Evaluating potential causes

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DURATION
1 DAY

REGULAR FEE
510 \$

PREFERENTIAL FEE
460 \$

Select the training date*

Montreal	October 14 2020
Quebec City	November 12 2020

Accreditation and partner associations



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