Structured Problem Solving

Why is it important for you to take part in this training?

Every day we have to solve various problems in different spheres of life. Effectiveness and quality of our decisions depend on how conscious and structured our approach to problem solving is. During the training you:

- Will be able to analyze typical difficulties that you face while solving problems
- Will get acquainted with SOLVE model and its advantages
- Will get necessary tools for structured approach to problem solving and will have opportunity to practice in their application.

Who should attend

- Employees of all levels and areas of business who are interested in obtaining and / or improving skills of structured approach to problem solving.

Objectives

- To understand the importance of a structured approach to problem solving
- To learn how to formulate correctly the basic question to be solved (problem definition worksheet: theory and practice)
- To learn how to break complex problems into more manageable components as well as to find possible solutions (logic trees: theory and practice)
- To learn composition rules of analytical plan on the basis of case study
- To get acquainted with principles of data analysis.

“A problem well put is half solved”.

J. Dewey
Methodology

- The training is conducted in an interactive form and includes practical illustrations, participation in discussions and practical exercises
- The training is delivered in Russian language
- Participants receive specially designed training materials.

Structured Problem Solving

Training outline

- Problem solving as a part of daily life. Typical difficulties
- Structured approach to problem solving:
  - Tool, process, skill
  - Advantages of the approach
- Structured approach of EY to problem solving: SOLVE model
- Stage «State»: problem definition worksheet
  - To define “the landscape” of a problem
  - The criteria of clearly defined problem
  - Problem definition worksheet: practical illustration
- Case study: problem definition
- Stage «Organize»: structuring a problem
  - Logic trees: principles that should be followed
  - Logic tree “What?”. Find the root cause. Practical illustration
  - Logic tree “How?”. Find possible solutions
- Case study: creation of logic tree “How?”
  - Logic tree “Why?”. Confirmation / refutation of hypotheses
- Case study: creation of logic tree “Why?”
- Stage «Analyze»: conduction of analysis
  - Preparation of an action plan and data collection. Practical illustration
  - Rules of conducting the analysis.