

Creating a Culture of Improvement: Problem Solving and Solution Identification Course

Stop using guesses and symptoms to address problems and get to the root causes and corrective actions that will prevent the problem from reoccurring! This course “Problem Solving and Solution Identification” teaches the process and techniques to frame a problem, get to the roots of the problem, and identify high priority solutions.

Course Deliverables:

- **Training** in Cause and Effect analysis
- Cause & effect process **practice**
- One-on-one application **coaching** time
- **Membership** into a continual improvement community of practitioners
- 8 hours of continued education

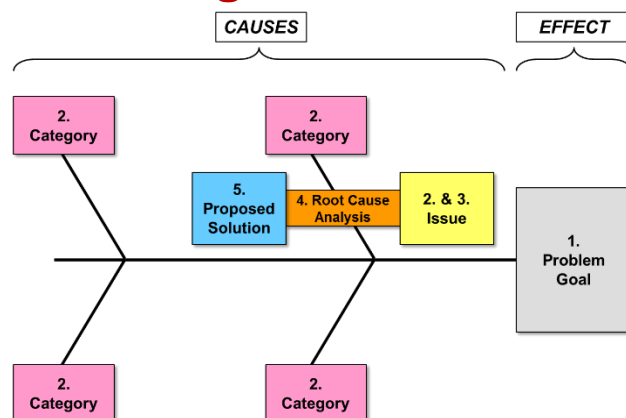
Very helpful to go through all these steps and see how it all fits together. I had a vague understanding of these tools, but this session really helped me understand how to apply them.

Course Goal:

To increase knowledge and skills in using data and information to **systematically understand problem’s causes and effects and identify solutions that prevent problems from reoccurring**. The course will follow the Tell/Show/Do/Recycle learning approach (tell you about the skill, show you examples, apply the skill together, and provides feedback) so that:

- Participants can be successful in applying improvement to problems
- Identified solutions solve the reoccurrence of problems
- Results are improved at a rate greater than in the past

Knowledge and Skills Gained:



- Understand the relationship between problem solving and the improvement cycle
- Awareness of different problem solving methods
- Understand the step by step process of a cause and effect analysis
- Perform effective root cause analysis
- Identify, prioritize, and select effective solutions



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Time frame:

- 8 hour classroom training (tell, show, do, recycle framework; with simulation/role play/application)
- Up to 2 hours of additional one-on-one coaching

Who Should Participate:

- Improvement Champions (those specially selected to lead the effort to embed improvement in the organization)
- Individuals seeking to grow and expand in their role

“The obvious solution may not be the best solution or even the obvious problem may not come from the obvious choice - drilling down into the 'why' exposes the real causes and new solutions.”

Agenda:

1. Problem Solving Approaches and Methods
2. Cause & Effect Overview
3. Complete Cause & effect analysis (Training, Practice) <ul style="list-style-type: none">▪ Define the problem & goal▪ Establish categories▪ Identify and prioritize data-supported issues▪ Perform root cause analysis, 5 Whys▪ Identify and prioritize solutions
4. Effectively manage and install solutions (Training, Practice)

This course is offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings to an improvement project. The Improvement Champion training includes

- Introduction to Improvement: Seeing the Possible
- Foundational Continual Improvement
- Process Mapping
- Problem Solving and Solution Identification
- Kaizen
- Annual Improvement Planning.

Recommended Prerequisites:

- Participating in a Culture of Improvement
 - Introduction to Improvement: “Seeing the Possible” Overview of improvement with hands on simulation of running an organization, seeing the changes that are possible and receiving a basic understanding of continual improvement techniques
 - Individual Contributor - (Hands-on training to identify, evaluate, and implement individual or small team workplace and work process improvements)

Recommended Next Steps:

- Complete a personal or small team problem solving project using the course methodology; get feedback on its use
- Learn more about improvement (reading, training, conferences)
- Contact Us:
Continual Impact LLC
1-877-252-5804
www.continualimpact.com

