



Basic Problem Solving

Objective:

Our 4-hour course improves the capabilities of organizations to determine why minor incidents or undesirable situations are occurring and to resolve them.

Content:

Attendees are taught a structured approach for solving minor problems. Topics include:

- Human performance fundamentals from a cause analysis perspective
- Proven processes for performing efficient and effective problem solving
- A method for determining the broader ramifications of minor incidents (Extent of Condition)
- Principles for resolving issues with effective corrective actions

Duration and Delivery Format

4 hours – Classroom