Business Problem Solving

Course Overview

Understand the fundamentals of problem solving, develop critical thinking skills, and learn how to utilize problems solving techniques in a team environment

Course Objectives

After completing this course, students will know how to: - Define the basic problem-solving approaches to effectively identify, manage, and solve problems. - Identify problem-solving techniques in the corporate world by identifying the necessary skills of a problem solver and knowing about different corporate cultures. - Work through the problem-solving process of identifying the problem, generating and implementing a solution, and confirming the elimination of the problem. - Use different critical thinking and information analysis skills such as reasoning, logic, quantitative analysis, and qualitative analysis. - Create and manage problem-solving teams by knowing how to conduct effective meetings and motivate team members.

Course Outline

1 Problem solving basics
   - Fundamentals of problem solving
   - Discussing problem solving
   - Handling problems
   - Identifying problems
   - Effective problem-solving approaches
   - Discussing effective problem-solving approaches

2 Problem solving in the corporate world
   - Problem solvers
   - Identifying problem solvers and their skills
   - The corporate problem-solving culture
   - Identifying the corporate culture

3 Problem-solving process
   - Identifying problems
   - Analyzing the situation
   - Gathering information
   - Identifying solution criteria
   - Committing to a solution
   - Generating solutions
   - Choosing the best solution
   - Implementing a solution
   - Confirming problem elimination
   - Measuring solution success
   - Managing solution project
   - Communicating problem-solving changes
4 Critical thinking and information analysis

Critical thinking
Developing reasoning skills
Developing logic skills
Quantitative analysis
Discussing quantitative analysis techniques
Examining financial analysis techniques
Discussing forecasting techniques
Qualitative analysis
Discussing qualitative analysis techniques
Thinking creatively in problem solving
Using analogies in problem solving
Discussing mind mapping

5 Problem-solving teams

Managing problem-solving teams
Building a problem-solving team
Conducting team meetings
Driving a successful team
Encouraging team members
Interacting with team members