

# Another Journey Begins™

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## NO MORE PROBLEMS PLEASE ONE DAY WORKSHOP

*Most problems we solve daily without thinking twice. Problems can cause negativity, drain our energy, create panic and steal time. Problems are merely positive challenges. How can the power of creativity generate solutions to problems?" Come along and find the "Picasso" or the "Einstein" within you! This day will cover problem solving techniques which will allow you to adopt a structured approach and shed new ideas on a problem or situation. A fun interactive day using brain-teasers to illustrate principles*

### Over the day, learn how to:

- ❖ Identify the two main problem types.
- ❖ Distinguish between causes and symptoms of problems.
- ❖ Assess the benefits of teams and team types in problem solving.
- ❖ Effectively use 4 problem solving tools.
- ❖ Assess the power of creativity.
- ❖ Describe typical blocks to creativity and how to unblock these.
- ❖ Commit to action.

Participants should think about any areas in their workplace where there are problems that they would like to solve. They will be able to use a work related problem within the practical parts of the course.

### Who would enjoy this course?

Open to all levels of staff that have to resolve issues with internal or external customers.