

WORKSHOP

THE EFFECTIVE PROBLEM SOLVER WORKSHOP

Transform yourself and your team into expert problem-solvers with our intensive two-day workshop on applying the hierarchy of structured problem-solving methods.

LOCATION

Ansty Hall Hotel,
Coventry CV7 9HZ

DATE

6th & 7th November 2024

TIME

6th November 09:30-17:30
7th November 08:30-16:00

EARLY BIRD COST

£845+VAT
PER PERSON
If registered and paid
before 25th October 2024

LIST PRICE

£945+VAT
PER PERSON

KEY HIGHLIGHTS

- ▶ Understand which problem-solving tools to use, when and how to use them
- ▶ Quickly builds confidence, creativity, and technical ability in problem-solving in the workplace
- ▶ Learn how to avoid continually firefighting by moving to a structured, disciplined approach
- ▶ 'Learn and Do' workshop delivered through hands-on simulations and expert-led training
- Certification of Effective Problem Solver on completion



EXPERT TRAINER

Adam Nicklin
Senior Lean Coach



**4 DELEGATES ATTEND
FOR THE PRICE OF 3**

Do you find yourself constantly grappling with complex problems at work?

Are you tired of facing the same old problems at work without a clear solution in sight?

Are you looking for a simple, structured approach to problem-solving that can drive business performance?

Look no further.

Our proven methodology will help you engage colleagues and solve problems in a structured, effective way.

Delegates will learn:

- ▶ Which problem-solving tools to use, when, and how covering:
 - ▶ Just Do It (JDI)
 - ▶ Concern, Cause, Countermeasure (3)
 - ▶ A3 Practical Problem Solving (PP)
- ▶ The key tools to frame, analyse and solve problems including:
 - ▶ Fishbone
 - ▶ 5 Whys
 - ▶ KNOT
- ▶ Appreciate concepts of team dynamics and apply practical tools to enhance team performance
- ▶ How to visualise using A3 thinking and when and how to use this powerful lean tool

Who should attend?

- ▶ Teams and their managers who become frustrated in experiencing re-occurring problems
- ▶ All levels of the organisation with a will and desire to solve and eradicate problems for good
- ▶ Senior managers who wish to improve their abilities to lead and manage problem-solving

“The best employees are ones that know how to effectively identify and solve problems and ensure the same problems do not reoccur.”

Harvard Business Review 2021

By the end of this workshop delegates will be able to:

- ▶ Reduce the amount of fire-fighting and work-rounds and kick-start Problem-Solving in your organisation
- ▶ Welcome mistakes as opportunities and have confidence in decision-making by following a scientific method of problem-solving
- ▶ Avoid the pitfalls of jumping to ‘solutions’ and instead follow a structured disciplined process of problem-solving
- ▶ Return to the workplace and quickly apply the key concepts and steps to effectively problem-solve

Agenda

6th November 2024: Day 1

- ▶ Understand which problem-solving tools to use for which problems:
 - ▶ Just do it (JDI)
 - ▶ Concern, Cause, Countermeasure (3C),
 - ▶ A3 Practical Problem Solving (PPS)
 - ▶ Six Sigma
- ▶ Plan, Do, Check, Act (PDCA) and Problem Solving
- ▶ The A3 Report
- ▶ Simulation Round 1
 - ▶ Team problem-solving
- ▶ Simulation Round 2
- ▶ How to Clarify the Problem
- ▶ Breaking down the Problem
 - ▶ Pareto
 - ▶ Point of Cause
- ▶ How to set the targets
 - ▶ Introducing SMART goals

7th November 2024: Day 2

- ▶ Day 1 Reflection
- ▶ Simulation Round 3
 - ▶ PPS Step: Analyse Root Cause(s) including:
 - ▶ Fishbone / Ishikawa diagram
 - ▶ 5 Why Analysis
 - ▶ KNOT Analysis
- Simulation Round 4
 - ▶ PPS Step: Evaluate Results and Process
- Simulation Round 5
 - ▶ PPS Step: Standardise Success
 - ▶ Group PPS learning presentations



Venue & Accommodation

Ansty Hall,
Main Road, Ansty,
Coventry CV7 9HZ

Overnight accommodation is not included in the registration fee. However reduced rates at Ansty Hall Hotel are available at £125 including breakfast per room per night.

Please confirm when booking if you require hotel accommodation as this can be booked through True North Excellence.

Note: Workshop fee include free parking, a full bound workbook, templates to use in your own company, refreshments and lunch on both days.

EARLY BIRD OFFER

REGISTER AND PAY BEFORE 25TH OCTOBER 2024 & SAVE £100 PER PERSON

DELEGATE FEES

EARLY BIRD £845.00 +VAT/per delegate

If booked and paid before 25th October 2024

LIST PRICE £945.00 +VAT/per delegate

If booked and paid after 25th October 2024



**4 DELEGATES ATTEND
FOR THE PRICE OF 3**

Need help registering telephone **0161 298 5556** or email **info@truenorthexcellence.com**

Delegate Details

Title	Forename	Surname	Job Title	Fees £

£

Partner Code	Sub Total (exc VAT) £	Grand Total (exc VAT) £
Company Name		
Company Address		
		Postcode
Tel No.	Fax No.	
Email		

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By signing this registration, I hereby confirm that I have and read understood and agree to be bound by the Terms & Conditions.

Signed	Date
Name	Job Title

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FOUR WAYS TO REGISTER



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