

Bite-Size Workshop – Problem Solving

The purpose of bite-size workshops is to provide managers with a basic introduction to simple tools and procedures. Each session will be led by a highly experienced tutor and will include written handouts for the participants to take away.

We provide these workshops because we recognise that it is sometimes very hard to take a full day out from the normal work routine to attend a conventional training workshop. We also recognise that reading a guide or completing an online learning module doesn't provide the opportunity to ask questions and seek advice on how to implement the new skills or processes.

Each workshop lasts for 2 hours. The tutor will then be available for 1:1 discussions for a further hour after the bite-size session for those participants who have the time to stay or need further help.

Who Should Attend?

Bite-size workshops are designed for all managers who need to acquire and implement a new skill or capability but simply do not have sufficient time to spend on a conventional workshop. The focus is on WHAT and HOW to do something rather than on WHY we do it.

Problem Solving

Many of us try to solve problems simply on "gut feel", or by seeking a quick fix. Sometimes these approaches work, but sometimes they let us down. This workshop ensures that each manager:

- 1. Has a SIMPLE 3-step problem solving process to follow**
- 2. Is equipped with a range of simple TOOLS for each step of the process**
- 3. Is able to make DECISIONS based on facts and/or evidence**
- 4. Is confident to SOLVE PROBLEMS in the workplace**

Each manager will leave with a set of problem solving and decision-making tools that are in wide use across industry. The ability to solve problems effectively and efficiently is based on knowing which tool to use and when to use it – that is the goal of this workshop.