

# Problem Solving Skills Course Brochure

---

1 Day Practical Workshop



## Contents

Course Overview.....	2
Why Choose DCM Learning .....	3
Course Objectives & Benefits.....	4
Course Content.....	5
Trainer Profile.....	6
Who We Work With .....	8
Contact Details .....	9



# The Right Fit.....For You

**The Problem Solving Skills course has been designed to allow learners to seek out fresh perspectives and explore innovative solutions to their problems so they can overcome obstacles and reach their goals.**

Our one day **Problem Solving Skills** course will give learners an overview of the entire **problem-solving and decision making process**, giving them the skills needed to identify problems at their roots and provides the **key tools and techniques needed** to go about solving the problem or making a decision before it escalates.

Designed around the **7-step problem solving model**, this course is structured so that learners receive a strong element of **practical activities and exercises**. This helps to reinforce the theoretical content, thus equipping learners with the **fundamental aspects of creative problem solving**.

We have the benefit of working with multiple teams in a variety of organisational settings and have helped them to **develop and enhance their problem solving skills** to get the job done in a professional and efficient manner.

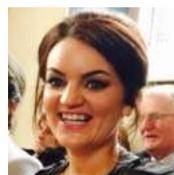
*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

Dearbhla Casey, HR Manager, Irish Country Meats



*"We are all very happy with the training carried out last week & will definitely be in contact in the future."*

Aoife O'Rourke, Key Account Manager, Tool & Plastic



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

Jonathan Latimer, Fleet Training Instructor, City Jet





# Why Choose Our Problem Solving Skills Course

DCM Learning's Problem Solving Skills course has been designed to allow learners to seek out fresh perspectives and explore innovative solutions to their problems so they can overcome obstacles and reach their goals. This course is structured so that learners receive a strong element of practical activities and exercises.

## Specific reasons to choose this course:



**Experienced:** We have trained over 231 individuals successfully in Problem Solving Skills over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered our Problem Solving Skills programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann  
Central Bank of Ireland  
Eurosystem



INTERNATIONAL





# Problem Solving Skills Course Outline

## COURSE OVERVIEW

This course will give learners an overview of the entire problem-solving and decision making process, giving them the skills needed to identify problems at their roots and provides the key tools and techniques needed to go about solving the problem or making a decision before it escalates.

Designed around the 7-step problem solving model, this course is structured so that learners receive a strong element of practical activities and exercises. This helps to reinforce the theoretical content, thus equipping learners with the fundamental aspects of creative problem solving.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Identify one or more problems to solve
- Create a problem statement
- Develop criteria to evaluate solution to the problem
- Identify potential solutions.
- Select the best solution
- Implement solutions and ex-post evaluation of chosen solution
- Use problem solving tools and know to apply them

Below you will find a proposed course outline detailing all the topics covered on the training programme.

A black and white photograph of three women sitting at a table in a meeting. The woman on the left is wearing glasses and looking at a document. The woman in the middle is looking down. The woman on the right is seen from the back, looking towards the others. A red horizontal bar is overlaid on the bottom of the image.

# Problem Solving Skills Course Outline

## TOPIC 1: PROBLEM SOLVING AND DECISION MAKING PROCESS

- The link between problem solving and decision making
- The elements of an effective problem solving and decision making process
- Defining the problem, clarifying outcomes, identifying and exploring alternatives
- Choosing a strategy, implementing it and managing the follow up
- Problem solving models and how to apply it

## TOPIC 2: THE APPROACH TO PROBLEM SOLVING

- Understanding your preferred way of approaching problems and making decisions
- Know the key issues involved in decision making and what to consider when choosing a solution
- Observing and understanding the group or individual decision making process
- Identify the key issues involved in decision making
- How To Make The Right Decision At The Right Time

## TOPIC 3: CAUSE ANALYSIS

- Methods to Identifying problems
- The importance of working in teams when solving problems
- Assessing alternatives / options
- How to develop a model / tool for solving problems in work situations
- Plan, Do, Check, Act
- Implement solution and create action plan

## TOPIC 4: PRACTICAL TEAM BASED EXERCISES

- Role Play Exercises reflecting problems faced in the workplace



## Andrew Woods

### Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

---

*"Just a little note to thank you Andrew for your support with organising and running the training here in Sidetrade. I really enjoyed the session and the feedback I've received is amazing."*

**Niamh Noonan, HR Partner, Sidetrade**





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Problem Solving Skills training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



## Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

☎ 01 5241338  
✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)  
📍 Guinness Enterprise  
Centre

**CORK**

☎ 021 2429691  
✉ [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)  
📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

☎ 041 9865679  
✉ [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)  
📍 24 Laurence Street  
Co. Louth