

Professional Development

Problem Solving with Root Cause Analysis (2 Days)

Course Code: PD602

Problem-solving skills are critical for organizational success. Properly defining a problem, reaching consensus, developing a solution in a team environment, and remedy workplace challenges is often very challenging. This workshop is designed to help participants learn skills, including root cause analysis, to improve their problem-solving processes to make better decisions and remedy workplace challenges.

Learning Objectives

- Identify the potential root cause of a selected problem
- Describe the problem in a clear and concise manner
- Select the most probable cause of a problem
- List team problem-solving roles and responsibilities
- Team solution generation
- Develop a problem resolution implementation plan
- Apply data collection and analysis tools
- Create and use a Causal Factor Tree and Cause and Effect diagram

Topics & Content

- Cause and Effect, Ishikawa, diagram
- List reduction process
- Causal factor tree
- Using the Socratic Method — the “5-whys”
- Data collection and analysis tools
- Solution success metrics
- Force Field Analysis

Course Information

Duration

2 days

Audience

This course is designed for personnel in the private or public workforce that wish to improve their problem solving skills.

Accreditations

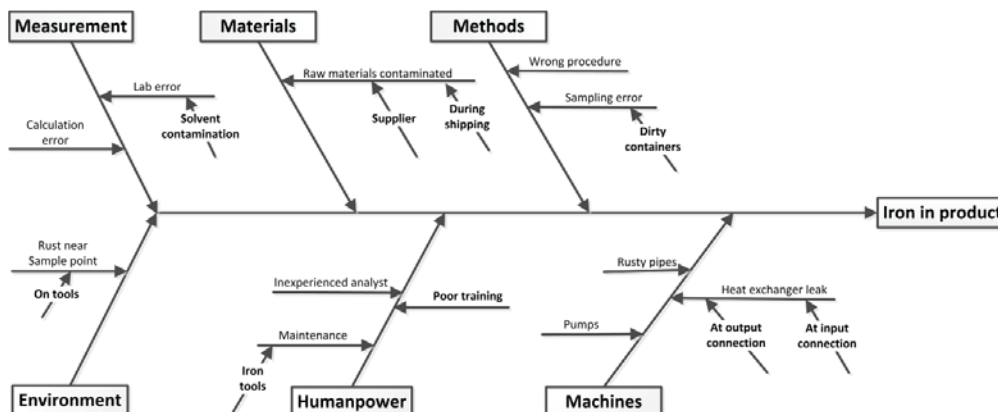
PMI: 14 PDUs

NASBA: 16 CPEs

SHRM 14 PDCs

OPM: 14 CLPs

OPM Competency: Problem Solving



“Very informative and practical, this workshop is relatable to everyday life.”