

# Problem Solving Skills

## Skills Programme



MACCAUVLEI

Accredited by the Services Seta

### Unit standards covered

Unit Standard ID Level & Credits	Unit Standard Title
US 242817 NQF 4 8 Credits	Solve problems, make decisions and implement solutions

### Purpose

Avoidance of problems, particularly poor performance, carries a high price says Robert Fritz, co-author of the book *The Managerial Moment of Truth*. It tends to shift work to better performers which causes burnout or the loss of high performers to other organisations. It also causes frustration and overreaction, damaging performance and morale. Effective problem-solving can turn these problems into win-win solutions.

### Learning outcomes

The programme covers the following outcomes:

- Improve productivity by solving problems, challenging the status quo and continuously improving processes
- Choose and use the most appropriate method for solving problems or improving processes
- Facilitate problem solving using a variety of process tools like affinity diagrams, systems thinking and mind maps
- Use creative and lateral thinking talents of the problem solving team

### Who should attend?

This course is for individuals, supervisors and managers who are accountable for operations with process streams that need to be managed. The training focuses strongly on engaging with others in identifying, defining, analysing and finding solutions to problems that cause poor performance. It also helps to put into place problem solving strategies.

### Duration of Training

2 Interactive Days

### Learning assumed to be in place

- Communication at NQF Level 3
- Maths literacy at NQF Level 3
- Computer literacy at NQF Level 3

### Maccauvlei entry requirements

NQF level 3 / Grade 10 certificate

### Certification

Learners who successfully complete the Portfolio Of Evidence will be awarded a skills programme certificate with the unit standard listed.



### Contact Details

For registration forms or more detail please contact us:

Telephone: +27 (0) 11 439 3900 • E-mail: [info@maccauvlei.co.za](mailto:info@maccauvlei.co.za) • Website: [www.maccauvlei.co.za](http://www.maccauvlei.co.za)