

# Communicating and Problem Solving for Efficiency

## Aim

This workshop develops cognitive skills/analytical thinking in learners, helping to develop adaptive thinking patterns in diverse settings.

Using a variety of well-known and up to date tools to develop these methodologies, the workshop is applicable to all levels of the organisation assisting in the outcomes of better decision making whether as an individual or in a group.

## About this Course...



*To assist delegates with problem solving, reaching goals and setting of high standards in the smooth operation of the company.*

## Who Should Attend this Course?

This course will benefit all staff who potentially deal with problems that require creative and critical thinking to solve, including Project Managers, Managers, Supervisors, Team Leaders.

## Outcome

A delegate who achieves this unit standard will be able to:

Implement problem formulation techniques of increasing degrees of complexity and novelty.

Analyse and clarify components of a problem.

Determine parameters and strategies for task solutions.

Implement strategy and monitor performance.

Evaluate strategy application and adapt where necessary to changing circumstances and/or task requirements.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242817	4	8	Solve problems, make decisions and implement solutions

**Duration: 2-Days**

## Content

The importance of Communication in Efficiency	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Decision Making</li> <li>• Risk Awareness</li> <li>• Team Strength</li> <li>• Team Efficiency</li> <li>• Finding the balance</li> <li>• Effective Meeting Management</li> </ul>
Understanding People	<ul style="list-style-type: none"> <li>• Personality Typing and preferred communication styles</li> <li>• Clear and Concise Communication</li> <li>• Listening Approaches</li> <li>• Building a Collaborative Habit</li> <li>• Understanding the Timing of Communication</li> <li>• Feedback and Constructive Criticism</li> </ul>
Articulating or defining the problem	<ul style="list-style-type: none"> <li>• Defining the problem or situation as what it is using various methods and defining what the problem it is not by rewording the problem and exposing all assumptions</li> <li>• Root Cause Drill Down</li> </ul>
Viewing different perspectives	<ul style="list-style-type: none"> <li>• Polarity exercise</li> <li>• Using various business tools at our disposal to help us build various and varying perspectives of the problems</li> </ul>
Building usable Knowledge and solution definitions	<ul style="list-style-type: none"> <li>• Separating the usable and the non-useable knowledge, ensuring that various components of the problem have been analysed and clarified by means of questioning techniques</li> </ul>
Evaluating solutions	<ul style="list-style-type: none"> <li>• Identifying the best solutions through various methods of questioning and collaboration, problem solving techniques and strategies</li> <li>• Identifying the measurable and the timing of these</li> <li>• Using De Bono 6 Hat thinking and Decision Trees</li> <li>• Risk Analysis and Estimation</li> </ul>
Working toward Sustainability	<ul style="list-style-type: none"> <li>• Evaluating the strategy application and adapting where necessary to change circumstances or task requirements</li> <li>• Crisis management and communication strategies</li> </ul>

## **Optional Purchases: When ROI and Implementation Matter!**

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

### **SETA Accredited training options**

Most of our workshops are aligned with SETA Accredited unit standards, **or** you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

### **The Afterburner**

Afterburners are an optional addition to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace. An outline of Afterburner content is included in this document, if available for the chosen workshop.

### **Skills Check**

Skills Assessment Checks are a further optional enhancement tool. These Skills Checks are structured to help the learner improve on the implementation of new skills through a goal driven process of accountability and reflection. Skills Checks are extremely useful in the measurement of ROI of soft skills training.

### **LevelUp Coaching**

A 2 hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. These sessions are particularly useful for unpacking real life scenarios and assisting with converting theory into practice under the tutelage of an experienced coach.

### **Surveys**

Pre- and post-workshop surveys are available to help determine your specific goals and current training or change related needs. Surveys are a great measurement tool and help determine the impact of HR and management efforts.

### **PowerPath Coaching**

An add-on to our management courses and a powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

**Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.**

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)