



**CTREC HILTON**  
IT ACADEMY

5051 Westheimer  
Suite 500  
Houston, Texas 77056  
(713) 255-0360  
866-88-C-TREC  
Fax (713) 622-1915

Class Code: PROSOL  
Number of Days: 1  
Format: Instructor-Led

## Problem-Solving Skills

**Course Description:** Regardless of the specific organization or position, your skills and previous training have allowed you to gain employment in the corporate world. One thing that you may not be adequately prepared for, however, is dealing with problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Being able to work in groups to solve problems will enhance your business knowledge and value to the organization. This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.

**Target Student:** Business professionals who would like to learn effective group problem-solving techniques.

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

### Performance-Based Objectives

- describe strategies for solving problems logically.
- examine strategies for defining the true issue of a problem.
- identify strategies for solving problems methodically.
- examine business strategies for acquiring decision acceptance when problem solving.

### Course Outline

#### Lesson 1: Starting to Solve Problems

- Topic 1A: The Problem-Solving Process
- Topic 1B: The Nature of Groups
- Topic 1C: Tools for Problem Solving
- Topic 1D: Problem-Solving Approaches

#### Lesson 2: Identifying the Problem

- Topic 2A: Determine the Problem
- Topic 2B: Investigate the Problem

#### Lesson 3: Determining the Solution

- Topic 3A: Analyze Problems Creatively
- Topic 3B: Consider Alternate Solutions
- Topic 3C: Choose the Best Solution
- Topic 3D: Solutions to Group Problems

## Lesson 4: Accepting a Decision

- Topic 4A: Sell Your Solution
- Topic 4B: Implement Decisions