



INTRODUCTION

What do you do when do you have a problem at work? Do you jump straight in and treat the symptoms, or do you stop to consider whether there's actually a deeper problem that needs your attention?

Dun & Bradstreet offers you this course to help you understand Root Cause Analysis and the Creative Problem Solving. Root Cause Analysis is a popular and often used technique that helps people answers the question of why the problem occurred in the first place. It also seeks to identify the origin of a problem using a specific set of steps. While the Creative Problem Solving focuses on techniques for stretching your thinking powers, generating, analyzing and testing innovative ideas, looking at familiar situations in fresh ways, resisting the temptation we all have into a thinking rut. This course will help you how to manage problems at work.

OBJECTIVES

At the end of the course, participants are targeted:

- To help participants develop their capacity for creative thinking and innovation.
- To learn how to use the Root Cause Analysis.
- To learn how to manage problems at work.

COURSE OUTLINE

CREATIVE PROBLEM SOLVING

1: Introduction

- a) What is creativity?
- b) Barriers to creativity and how to overcome.
- c) In which work areas can we apply creativity?
- d) Benefits of creativity to others if:
- e) Employee is creative
- f) Manager is creative

2: Creativity and Innovation

- a) Gaining a competitive edge through creative thinking
- b) Freeing up your thinking
- c) Generating new ideas
- d) Cultivating cross-fertilisation
- e) Choosing winners
- f) Testing new ideas

3: Creative Problem Solving

- a) Anticipating problems
- b) Framing and reframing the problem
- c) Achieving creative solutions
- d) Dealing creatively with conflict
- e) Getting the edge through more creative approaches to customer care

4: Dealing Creatively with People

- a) Good communication: the key to better performance
- b) Listening, hearing and being heard
- c) Learning through questions
- d) Creativity through feedback
- e) More creative team working

5: Helping Your Creativity Grow

- a) Creative time management
- b) Self-awareness and creativity
- c) Unleashing your creative potential

ROOT CAUSE ANALYSIS

1: Tracing to its Origins

- a) Determine what happened.
- b) Determine why it happened
- c) Figure out what to do to reduce the likelihood that it will happen again.

2: Root Cause Analysis Process

- a) Step One: Define the Problem
- b) Step Two: Collect Data
- c) Step Three: Identify Possible Causal Factors
- d) Step Four: Identify the Root Cause(s)
- e) Step Five: Recommend and Implement Solutions

3: Tools for Root Cause Analysis

- a) Fishbone Diagram: Identifies many possible causes for an effect or problem and sorts ideas into useful categories.
- b) Pareto Chart: Shows on a bar graph which factors are more significant.
- c) Scatter Diagram: Graphs pairs of numerical data, with one variable on each axis, to help you look for a relationship.

4: Actual Root Cause Analysis Exercise

- a) Preparation
- b) Meeting
- c) Define Problem
- d) Effective Solutions
- e) Report

Part 5: Key Success Factors

- a) Problem Selection
- b) Knowledge & Skills
- c) Visible Improvement

Part 6: Key Performance Indicator

- a) Track your improvements and productivity

Creative Problem Solving & Root Cause Analysis

by Shawn J



FOR WHOM

This workshop is essential for all Team Leaders, Supervisors, Executives, Managers, and other responsible staff.

ABOUT THE TRAINER

Professional Trainer & Facilitator, HRD Consultant

Pursuing Masters in Business Administration (MBA) with the University of Wales, UK
Train-the-Trainer Certified

Training Management Course certified by PSB (*Productivity and Standards Board, Singapore*) where he covered the *Role of HRD in Singapore, Adult Learning, Training Needs Analysis (TNA), Training Budget and Administration, Designing Training programmes, Training Evaluation, Organisational Development and other topics.*

First Aid Certified

KEY EXPERIENCE:

Mr Shawn J has trained many corporate clients from Operations, Supervisory, Managerial up to the Executive Level from various organisations such as Ministry of Foreign Affairs, AXS Pte Ltd, Intertrust Singapore Corporate Services Pte Ltd, Police Radio Division, Singapore Police Force, KES Systems & Services Pte Ltd, and many more in programmes such as Emotional Intelligence, Fundamental Supervisory Skills, Telephone Courtesy & Customer Service, Selling through Customer Service, Building High Performance Teams, Management and Leadership Skills, and other soft skills-related courses.

Mr Shawn has also been conducting Strategic, Tactical and Operational Vendor Management Workshops. His clients include Roche Singapore Technical Operations Ptd Ltd, Simmons (Southeast Asia) Pte Ltd, Mun Siong Engineering Limited, Nanyang Polytechnic, LSI Logic Singapore, National University of Singapore, NorthLight School, and Singapore Civil Defence Force.

Participants have found his workshops highly interactive, practical, realistic and easy to understand and implement. He customises his workshops to different client's specific needs and often includes extra topics he finds his participants need from the interaction with them during the workshop.

In addition, his trainings are found to be lively, conducted with great enthusiasm and passion and highly interactive. His ability to link concepts, examples & experiences discussed during the trainings to actual workplace examples, has helped his participants put into practice the skills learnt, within their area of work. Participants find him approachable & friendly. His systematic thinking, clarity in communication & delivery of training has resulted in favourable feedback and positive comments from his participants.

He has completed the Training Management Course conducted and certified by PSB (Productivity and Standards Board, Singapore) where he covered the Role of HRD in Singapore, Adult Learning, Training Needs Analysis (TNA), Training Budget and Administration, Designing Training programmes, Training Evaluation, Organisational Development and other topics.

He has also completed the (Practical Skills for Trainers) Train-The-Trainer course conducted and certified by the National University of Singapore (NUS) extension.