



LEADING FOR PERFORMANCE-PROBLEM SOLVING

Problems do occur, and solving them is a normal part of getting things done within an organization. For managers, the ability to solve problems can mean the difference between success and failure, and good problem-solving skills are essential.

In *Leading for Performance-Problem Solving (LFP-PS)*, participants learn the six-step Problem-Solving Process so that they can define problems accurately and reach better solutions more quickly.

Problem-Solving Process



Skills and tools to support the process include writing problem statements, brainstorming, applying cause-

and-effect and force field analysis, data gathering charts, and developing action plans.

VALUE PROPOSITION

LFP-PS enables organizations to find better solutions to problems more quickly. Problems will be solved more efficiently with a common language for problem solving and a logical approach to generate solutions and implement them.

APPROACH

LFP-PS is a one-day instructor-led module that can be facilitated by Wilson Learning or by a leader-trained in-house professional. This enables:

- Face-to-face interaction among the participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

<i>Key Learnings Are ...</i>	<i>Your Leaders Will...</i>
<i>Define the Problem</i>	Be able to list barriers to problem-solving and apply a process to define a problem.
<i>Identify the Cause</i>	Be able to identify a cause by using the <i>Cause and Effect Analysis</i> and other tools
<i>Gather Data</i>	Be able to gather data to identify a cause and establish a baseline
<i>Develop & Implement the Solution</i>	Be able to brainstorm and then implement ideas

ENABLING IMPROVED PERFORMANCE

LFP-PS features various performance application, reinforcement, and support tools. These additional learning components ensure that leaders can develop skills during the workshop, and then apply their newly acquired skills and behaviors on the job. Involving managers early on, and training them to coach to this problem-solving approach, is important for a successful implementation

MEASUREMENT AND EVALUATION

Organizations that implement *LFP-PS* have access to a broad range of tools to measure initial behavioral changes and business results. For *LFP-PS*, one approach may be case study approach of problem-solving before and after the program to indicate the degree of change and the differences that this change makes. More involved and thorough research options are also available.