

# DYNAMICS OF PROBLEM SOLVING™

## Introduction

We all have problems – almost daily – yet what a problem is to one person, may be seen as an opportunity to another. So defining problems can differ from person to person. In this module, we take it to mean a ‘deviation’ from what is expected or a ‘deviation from the norm’ - when things are not going according to the plan or meeting the desired standards or results expected or when the “actual” deviates from the “should”.

Problems are more easily solved (though not always), when they are analyzed. Problem Analysis is best done with a systematic approach that includes symptom and causal analysis. However, if we don’t have enough information, we have to make assumptions.

There are many types of problem and their classification into “Routine, Non-Routine or Innovative” helps determine the type of solution required. We can use the acronym “PESTE”, to classify problems as Political, Economic, Social, Technical or Environmental.

This module helps people understand how to solve problems using such systematic processes as well as learning how to take preventative measures.

## Learning Objectives

### *By the end of this program, participants will:*

- Understand how personality, gender and culture influence thinking, emotional and learning styles.
- Recognize a range of different thinking styles and types related to this program.
- Differentiate between symptoms, problems, causes, solutions and decisions
- Know how to analyze situations and problems
- Know how to classify types of problems
- Know how to use specific problem solving techniques, including a systematic approach, fact gathering, problem defining, solution generation and selecting and implementing the best solution
- Understand how diverse groups can be used to solve problems more effectively
- Develop an action plan to become more effective in problem solving.

## Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- Specific thinking processes and types for problem solving, such as fact gathering, problem analysis.
- The differences between symptoms, problems, causes, solutions and their relationships.
- Types of thinking, which include analytic and logical thinking, used for situation analysis, symptom analysis and decision analysis.
- Solution generation and selecting the best solution.
- Group problem solving, especially where group members are diverse in their styles and personality.
- Leading and synergizing the thinking of such diverse groups.
- Personal Development Action Plan (PDAP)

## Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant’s to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop .

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions

## Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client’s needs.

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