Solving Business Problems Knowledge Course

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Course Objectives

Getting Ready to Learn

Chapter One:
Problem Identification

Problem Solving Defined

The Laws of Problem Solving

More Laws of Problem Solving

Questions to Uncover Problems

Chapter Two:
Gathering Information

Better Information = Better Solutions

Root Cause Analysis

Differentiating Cause and Effect

Fishbone Diagram

Fishbone Diagram: Example

Repetitive Analysis

Chronological Problem Analysis

Negative-Positive Forces Analysis

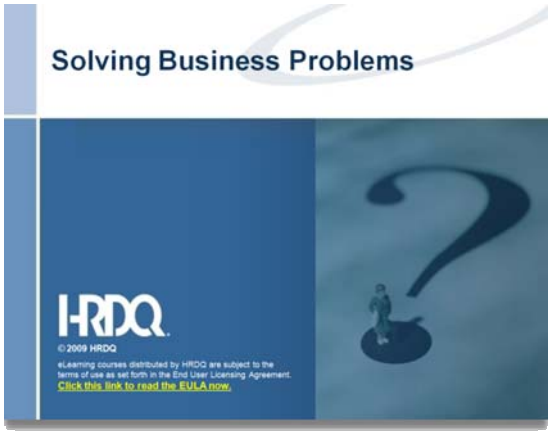
Chapter Three:
Generating Solutions

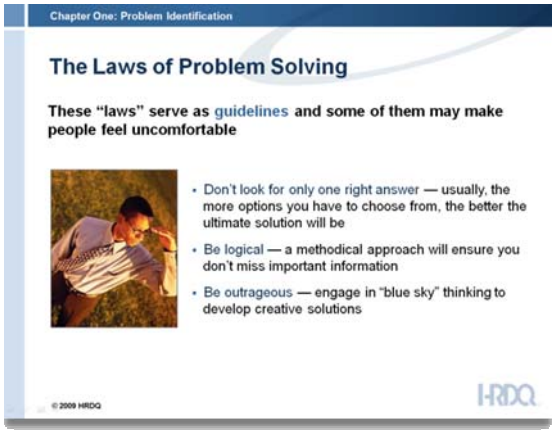
Imaginative Alternatives

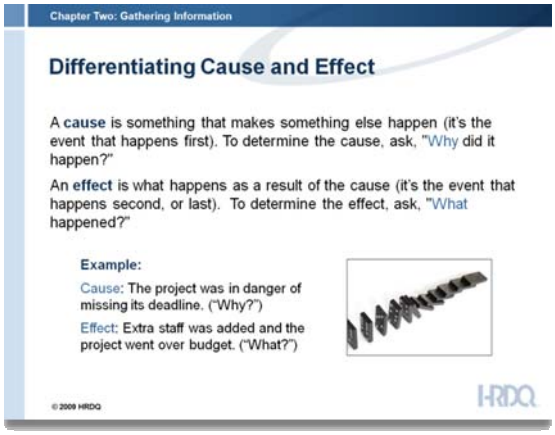
Inspiring Creative Thinking

Looking At Different Perceptions

Practice: Different Perceptions







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-- Continued --

Brainstorming

Mind Mapping

The SCAMPER Approach

Chapter Four:
Evaluating Ideas

Objective Evaluation

The 7x7 Technique

Determining Trade-Offs

Weighted Matrix

Weighted Matrix Practice

Analyzing the Consequences

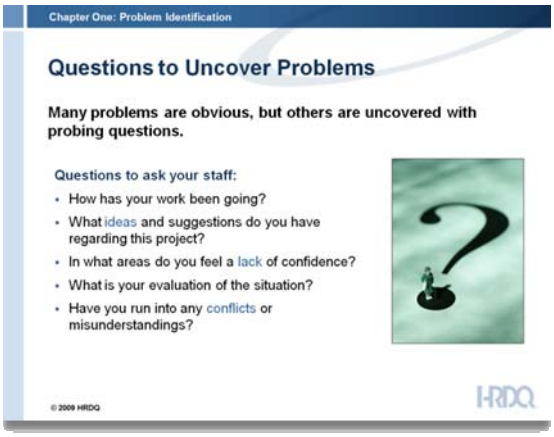
Avoiding Common Mistakes

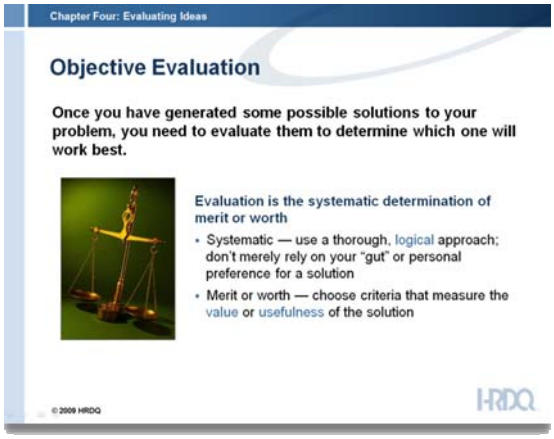
Learning from Failure

Overcoming Criticism and Negativity

The Dangers Of Groupthink

Avoiding Groupthink





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