

Analysing & Solving Problems (ASP)

2-day workshop

This course is endorsed by:



(Program ID: E018-003, CDU:14)

Today, needs and objectives drive every organization, commercial and government. However, until you can satisfy a need or meet an objective you have a problem – and one of the most valuable contributions you make is analysing and solving the problems of clients, customers and stakeholders. You also need to show others how the problem was identified and analysed – and how potential solutions were evaluated.

Solving problems is not a black art. More problems are solved every day through the application of skills and techniques than through hunches and intuition. In fact, when hunches and intuition do lead to solutions they are invariably based on the subconscious application of specific techniques. This workshop uses a proven set of analytical and creative thinking techniques that can be applied to any problem in any organisation.

*Part of the IRM family of business analysis courses, ASP is learn by doing...
practical, hands-on, intensive... and fun!!*

WHO WILL BENEFIT?

This course is suitable for:

- Business analysts, business managers, technical and business staff who wrestle with business problems
- Any team member with a need to participate effectively in problem analysis and problem solving activities

COURSE OBJECTIVES

To provide and teach a structured framework of techniques suitable for successfully analysing and solving problems.

LEARNING OUTCOMES

On successful completion of the course delegates will be able to:

- Use a structured process for identifying and defining problems
- Apply techniques for analysing problems, their root cause and impact
- Use creative and lateral thinking techniques for identifying solutions
- Assess solutions based on feasibility, impact and risk
- Select, recommend and be able to justify the solution.

WHAT METHODS DO WE USE?

- Lectures supported by visual aids
- Class examples
- Syndicate case study work
- Small group sessions
- Presentation of syndicate findings
- Comprehensive delegate manual provided

WHAT OTHERS HAVE SAID...

"Good techniques & methodologies for problem solving which can be implemented at any level"
Business Analyst, Australian Taxation Office

"Overall a very valuable course, specifically in identifying a formal framework for problem solving"
Functional Analyst, Medibank Private

"Provides great tools to communicate effectively with clients"
Business Analyst, ING Direct

"Very useful... learnt information that I can take back to work, and tools that I can use for my personal benefit."
Business Analyst, Avanteos (Commonwealth Bank)

"A good quality and well structured course"
IT Support, Intervet

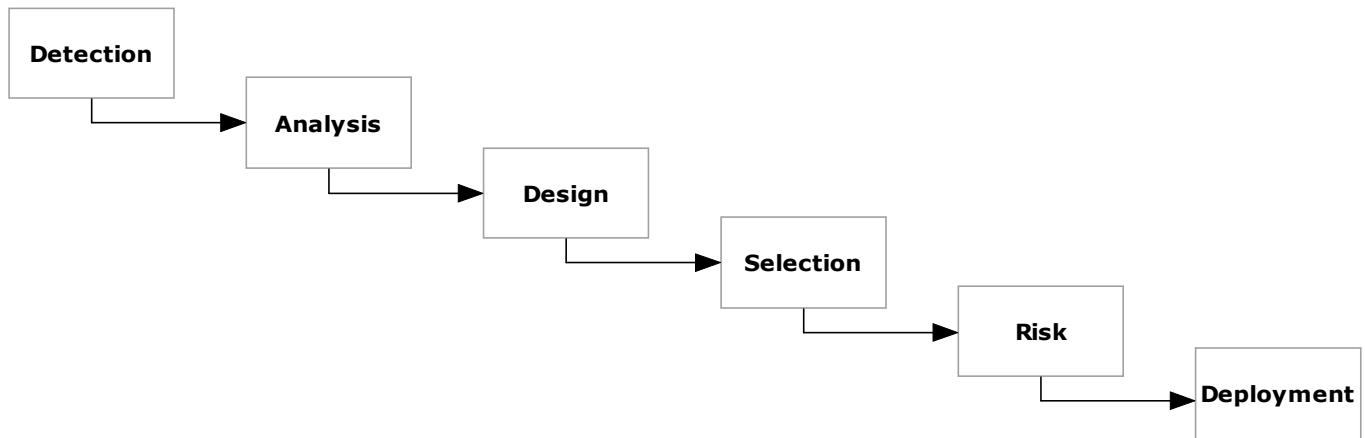
"The book provided was a great resource"
Business Analyst, Foxtel

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Analysing & Solving Problems - The Process



Workshop Agenda

Getting Started

Recognising that a problem exists; initial problem definition; terms of reference; resources and matching these to the seriousness of the problem faced; what a problem is and what it isn't; basic parameters - problem owner, location, scope, impact.

Understanding The Problem

Problem analysis techniques - critical examination, work study techniques, root cause analysis and observation; quantifying the causes and effects and arriving at an agreed definition of the problem; distinctions and similarities; setting priorities based on the deviation from what is desired; representing the results of analysis in graphical and written form.

Identifying The Solution

Agreeing and working within a framework of objectives; scope of the required solution; the use of both logical and creative thinking approaches to identifying solutions; identifying the non-starters from the candidates for evaluation.

Evaluating The Solution

Agreeing the alternatives and assessing the fit and suitability of each one; identifying interrelated solutions together with the pre and post conditions for overall success; quantifying the benefits and disadvantages of each solution; selecting a solution; anticipating potential problems and quantifying these in terms of risk, seriousness and visibility; agreeing what and what not to address; refining the solution; agreeing contingency plans and the way forward.

What's different about Instructor-led training?

"Learn by doing" has long been recognised as the most effective way of teaching skills and techniques. The more complex the skills, the more effective instructor-led workshops become compared to self-paced, self-learning or lecture style teaching.

All IRM courses are practical workshops, led by experienced instructors. Each workshop is oriented around a fully worked case study or practical exercise where course delegates work in teams and individually to re-enforce the skills being taught.

One thing we guarantee – these are "roll your sleeves up" courses with an emphasis on doing, participation, interaction—and learning. Participants have the opportunity to develop contacts from other organisations and to discuss and share common issues, problems and solutions.

For course dates and bookings:

Visit: www.irm.com.au Phone: 03 9533 2300 Email: training@irm.com.au