



**Analysis  
&  
Solutioneering**

## **PROBLEM IDENTIFICATIONS AND SOLUTIONING TECHNIQUES – LEVEL 3**

Course Reference Number :TGS-2021006418 | Synchronous E-Learning | Valid from 8/7/2021 – 7/7/2025

Course Reference Number :TGS-2021002843 | Face to Face Workshop | Valid from 11/3/2021 – 10/3/2025

### **INTRODUCTION**

Problem Identifications and solutioning techniques (Level 3) is a course that aims to equip participants with the skillsets, frameworks to handle workplace problems and be able to accurately identify root cause of problem and be able to establish an evaluation criteria that helps in the developing and selecting and recommendation of possible solutions.

### **KEY COMPETENCIES**

The programme focuses on the following competencies:

1. Identify articulate exact problems clearly
2. Develop A Mental Model For The Problem-Solving Process
3. Analyse root causes & recommend solutions to resolve work issues

### **TARGET AUDIENCE**

Supervisor, Assistant Manager, Team Leader, Leaders who wanted to sharpen their methods of structured problem solving techniques.

## KEY KNOWLEDGE AND SKILLSETS

### IDENTIFY ARTICULATE EXACT PROBLEMS CLEARLY

- Where Might Symptoms of Problems Appear?
- Sources of Problems at the Workplace
- What's the Problem got to do with Me?
- Anticipate and Detect Problems at the Workplace

### DEVELOP A MENTAL MODEL FOR THE PROBLEM SOLVING PROCESS

- Types of Corrective Actions
- Develop Mental Model for Problem Solving
- Communicating the Problem
- Establish a Model - 7-Step Problem Solving Process
- 7-Step Process (Step 1) – Objective Reasoning
- 7-Step Process (Step 2) – Define Problem Statement

### ANALYSE ROOT CAUSES & RECOMMEND SOLUTIONS TO RESOLVE WORK ISSUES

- 7-Step Process (Step 3) – Process Questioning- 5 WHYS
- 7-Step Process (Step 3) – Ishikawa Fishbone Diagram
- 7-Step Process (Step 4) – Diverge - Generate Ideas– SCAMPER
- 7-Step Process (Step 4) – Diverge - Generate Ideas– Brainstorming
- 7-Step Process (Step 5) – Converge – Select & Evaluate Ideas & Impact
- 7-Step Process (Step 6) – Implementation Plan
- 7-Step Process (Step 7) – Evaluating Effectiveness of Solutions
- Sources of feedback
- Gathering Feedback
- Methods of Analysing Feedback



### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$450.00 (GST : \$40.50)

\*All course fees are subject to prevailing GST based on full course fee

From 1st Jan 2022, Absentee Payroll will be adjusted to \$4.50 per trainee-hour, capped at \$100,000 per year

| Type                 | Category of Individual                               |  |   |
|----------------------|--|--|---|
|                      | Singapore Citizens and Singapore Permanent Residents | SkillsFuture Mid Career Enhanced Subsidy | SkillsFuture Enhanced Training Support for SMEs |
|                      | Funding Source                                       |  |   |
|                      | SkillsFuture Funding (Baseline)                      | SkillsFuture Mid Career Enhanced Subsidy | SkillsFuture Enhanced Training Support for SMEs |
| Course Fees          | \$450.00   | \$450.00                                 | \$450.00  |
| SkillsFuture Funding | \$225.00   | \$315.00                                 | \$315.00  |
| Total Nett Fees      | \$225.00   | \$135.00                                 | \$135.00  |
| GST (9% x \$450)     | \$40.50  | \$40.50                                  | \$40.50   |
| Total Fees Payable   | \$265.50   | \$175.50                                 | \$175.50  |

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