



**Techniques  
&  
Solutioneering**

## **PROBLEM IDENTIFICATIONS AND SOLUTIONING TECHNIQUES – LEVEL 2**

Course Reference Number :TGS-2021005584 | Synchronous E-Learning | Valid from 10/6/2021 – 9/6/2023

Course Reference Number :TGS-2021004397 | Face to Face Workshop | Valid from 26/4/2021 – 25/4/2025

### **INTRODUCTION**

Problem identification process helps organisation reduce productivity lose and enhances workforce's employability. This course provides employees with the right mindset and skillsets to play an active role in problem solving through the identifications of problems to be able to frame the approach of problem solving and help generate solutions that meet the solution criteria that is set out.

### **KEY COMPETENCIES**

The programme focuses on the following competencies:

1. Identify sources and impact of problems on job responsibilities
2. Frame the problem-solving approach
3. Generate & evaluate ideas

### **TARGET AUDIENCE**

Individual contributors who are interested to enhance their problem solving skills

## KEY KNOWLEDGE AND SKILLSETS

### IDENTIFY SOURCES AND IMPACT OF PROBLEMS ON JOB RESPONSIBILITIES

- Definition of terms
- The problem-solving process
- Symptoms and sources of problems
- Define the problem
- What is root cause analysis?
- How to identify impact of a problem on one's job responsibilities and other parties involved

### FRAME THE PROBLEM-SOLVING APPROACH

- Modes Of Communication During Problem-Solving
- Corrective Actions
- Reflective Mechanisms

### GENERATE & EVALUATE IDEAS

- Generate Alternative Solutions
- Three Modes of Thinking, Brainstorming
- Evaluating and Selecting Solutions
- Areas Of Impact From Implementation Of An Action Plan



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$380.00 (GST :\$30.40)

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

From 1st Jan 2022, Absentee Payroll will be adjusted to provide \$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	\$380.00	\$380.00	\$380.00
SkillsFuture Funding	\$190.00	\$266.00	\$266.00
Total Nett Fees	\$190.00	\$114.00	\$114.00
GST (8% x \$380)	\$30.40	\$30.40	\$30.40
Total Fees Payable	\$220.40	\$144.40	\$144.40

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