



Techniques
&
Solutioneering

PROBLEM IDENTIFICATIONS AND SOLUTIONING TECHNIQUES – LEVEL 2

Course Reference Number :TGS-2021004397 | Face to Face Workshop | Valid from 26/4/2021 – 25/4/2027

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 : \$414.20 (inclusive of GST \$34.20)

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 (9% x \$380)	\$34.20	\$34.20	\$34.20
Total Fees Payable	\$224.20	\$148.20	\$148.20

Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result