

Problem Solving Techniques

Length of course: 1 day

Is this the right course for me?

Are you a leader of teams or a potential leader? Do you want to understand how to use information to solve problems? Then, this is the course for you!

Pre-Course Requirements

There are no formal requirements for learners who want to take this qualification.

What will I learn about?

The aim of this one day workshop is for delegates to develop basic techniques for problem solving and resolution.

How will I learn?

You will learn by listening to talks, group discussions, course related in-class activities and question and answers.

Will I gain a qualification?

You will not gain a formal qualification but you may receive a Certificate of Attendance and Achievement from your tutor.

What can I do next?

This workshop is worth 1 credit towards the ILM Award in Team Leading and participants are able to complete a further 2 workshops in order to complete the qualification at an additional cost which covers registration, assessment and certification - please ask the skillscentre:mk team for more details.

Other workshops which make up this Award in Team Leading are:

- Developing yourself as a Team Leader (mandatory unit)
- Developing the Work Team
- Leading your Work Team
- Equality and Diversity
- Retail, the Law and You - Data Protection (Both courses represent 1 unit) - please ask the skillscentre:mk team for more details.

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to classes?

Note pad and pen.

Think about current or potential problems at work and be ready to discuss these.

Can I talk to someone about my course before I start?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.