

# PROBLEM SOLVING

A **SERVICES SETA ACCREDITED** SKILLS PROGRAMME WITH



— SIGNIFY —

**LEARNING ACADEMY**

where learning becomes a journey

## UNIT STANDARD COVERED

UNIT STANDARD NAME	<b>Solve problems, make decisions and implement solutions</b>
UNIT STANDARD ID	242817
NQF LEVEL	NQF Level 4
CREDITS	8 Credits

## SKILLS PROGRAMME PURPOSE

The Unit Standard specifies the knowledge and skills required to solve problems and make decisions.

The qualifying learner is capable of:

- Defining a problem
- Investigating the problem
- Generating problem solutions
- Implementing problem solution
- Evaluating the effectiveness of the solution

## WHO SHOULD ATTEND?

Anyone who wishes to improve their problem solving skills.

## COURSE OUTLINE

### MODULE 1 – DEFINE THE PROBLEM

- Decisions and Problems
- Problems and Opportunities
- The Steps Involved In Problem Solving
- Collect facts to meet the requirements of the problem
- Verify the information
- Formulate the problem

## **MODULE 2 – INVESTIGATE THE PROBLEM AND GENERATE SOLUTIONS**

- Problem Solving Techniques
- Brainstorming
- Mapping
- Computer Modelling
- Observation
- Questionnaires
- Experiments
- Establishing Root Cause
- Turn the problem around
- Delphi Technique
- Evaluate Solutions against the Criteria
- Feasibility
- Costs
- Resource implications
- Stakeholder commitment
- Logistics
- Causes
- Effects
- Ineffective Ways of Handling Problems
- Critical Thinking
- Suggestions to Improve Your Individual Critical Thinking Ability

## **MODULE 3 – IMPLEMENT THE SOLUTION**

- Select the Solution
- Decision Making Pitfalls to Avoid
- Stakeholders Are Consulted
- Develop an action plan
- Scheduling
- Delegating

## **MODULE 4 – EVALUATE THE SOLUTION**

- Monitor Implementation
- Duration
- Implication and Effects
- Review the Solution

## DURATION



2 Days

## LOCATION



**Public** (at our premises in Centurion) – An individual attending  
or

**On-site** (at your company premises) – A minimum number of learners, please  
enquire

## CERTIFICATION / RECOGNITION



Upon completion, the learner will receive a Certificate of Attendance. Upon  
verified Competence, the learner will receive a Certificate of Competence from  
the Services Seta.

## SIGNIFY ENTRY REQUIREMENTS

Learners should be competent in Communication and Mathematical Literacy at NQF Level 3.

## ARTICULATION

Credits obtained during this skills programme will contribute towards qualification 57712,  
FETC: Generic Management, LP 47630, Level 4.

## CONTACT US



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