



C4

Team problem solving techniques

Purpose

This three-day course will help learners understand the approach to achieving high impact team problem solving.

Duration

3 days

Course Content

Team Building

- ◆ The three stages of team development
- ◆ Effective listening to build trust
- ◆ Conflict Management
- ◆ Team consensus
- ◆ Brainstorming organises and prioritizes information
- ◆ Team motivation

Effective Meeting

- ◆ The effective team defined
- ◆ What makes an effective team member
- ◆ The action plan, the team purpose
- ◆ Managing members personalities
- ◆ Meeting agendas
- ◆ Meeting critique

Management's responsibility

- ◆ Identify key improvement opportunities
- ◆ Periodic team review
- ◆ Managing change
- ◆ Force field analysis

Problem solving techniques

- ◆ Pareto
- ◆ Cause and effect
- ◆ Sampling principles
- ◆ Quality costs
- ◆ Variable charting
- ◆ Attribute charting

Manufacture team problem solving

- ◆ Problem and team selection
- ◆ Analysing the problem: problem description
- ◆ Select a short term solution
- ◆ Gain management support

Team Motivation

- ◆ Use maintenance factors
- ◆ Use motivating factors
- ◆ Motivate committed team members
- ◆ Motivate unmotivated team members

Benefits from attending the course

- ◆ Team building and group dynamics
- ◆ Effective team meetings
- ◆ Management responsibilities
- ◆ Problem solving process