

Problem Solving – 1 hour 17 minutes Total

Problem Solving in 5 Easy Steps - 24 minutes

Problem-solving is the process of working through details to find much-needed solutions. When you know how to approach problems effectively and efficiently you can exert control over your environment both in your personal life and at work. In this course, you will learn how to identify and define problems, generate potential solutions, plan the best course of action, implement your plan and evaluate the results.

Creative Problem Solving - 28 minutes

Creative Problem Solving is a skill all of today's leaders need to have. It can make the difference when trying to achieve your company's goals. This course will show you what creative problem solving is, different techniques you can use, and how you can become more creative at work.

Root Cause Analysis - 25 minutes

Problems in the office occur every day, and if you don't get to the root of the problem, the issue will likely happen again. Use this course to learn about Root Cause Analysis and how you can use it to define problems and evaluate decisions. By the end of this course, you should be able to identify problems from the source and resolve them appropriately using Root Cause Analysis.