



Consulting and Training | Reach New Heights

Course Name

Problem Solving

Sector Name

Interpersonal Skills and Self Development

Document Type

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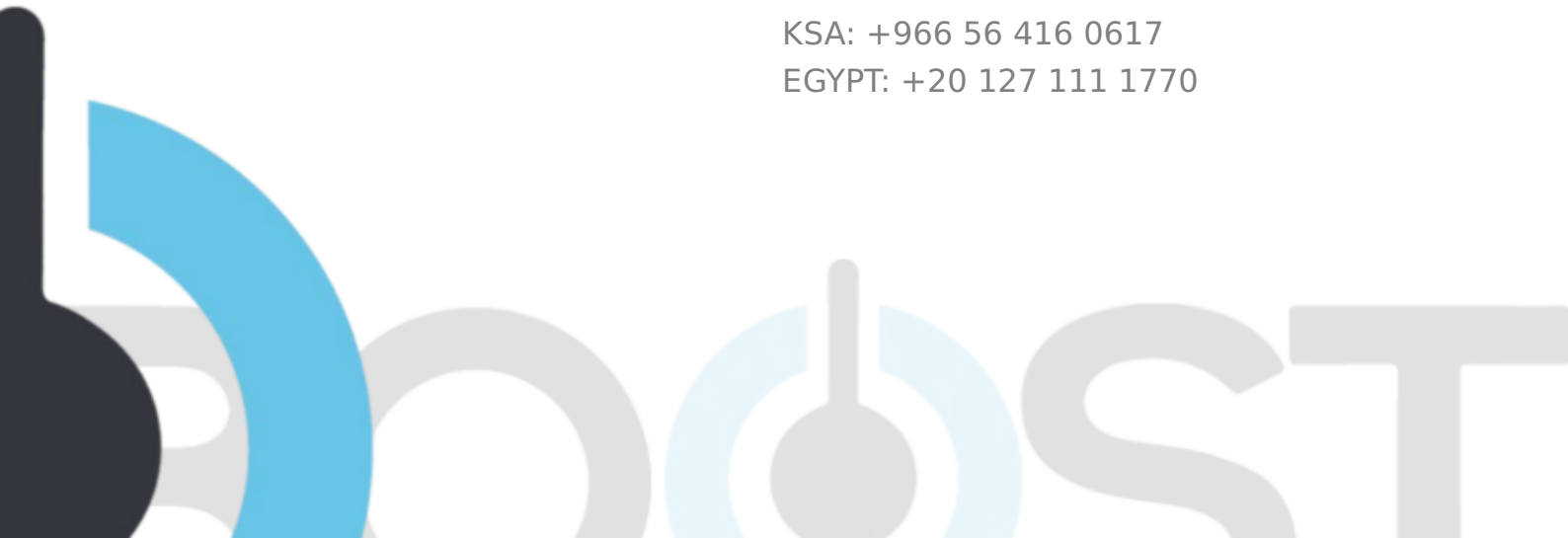
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Problem Solving

Course Introduction

Problems are a natural part of work environments—what differentiates high performers is not the absence of problems, but how effectively they respond to them. Many workplace issues persist not because they are complex, but because they are poorly defined, misdiagnosed, or handled reactively.

Developed by **Boost**, this course presents problem-solving as a structured thinking and action skill for professional environments. The program equips participants with practical approaches to identify problems accurately, analyze root causes, generate workable solutions, and prevent recurrence—without relying on heavy methodologies or technical tools.

Boost's Problem-Solving course enables professionals to respond to challenges with clarity, logic, and confidence.

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Problem Solving

Target Audience

- ✓ Entry to Mid-level professionals
- ✓ Administrative and operational staff
- ✓ Supervisors and coordinators
- ✓ Employees dealing with recurring issues
- ✓ Professionals seeking better analytical thinking

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Problem Solving

Learning Objectives

- ✓ Understand what constitutes a real workplace problem
- ✓ Distinguish between symptoms and root causes
- ✓ Apply structured problem-solving approaches
- ✓ Generate practical and effective solutions
- ✓ Evaluate solution risks and feasibility
- ✓ Prevent recurring problems through better analysis

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Problem Solving

Course Outline

✓ DAY 01

Understanding Workplace Problems

Module 1: What Is a Problem?

- ✓ Problems vs. incidents and complaints
- ✓ Why problems are often misdefined
- ✓ The cost of ignoring real problems

Module 2: Problem Definition and Clarity

- ✓ Framing the real problem
- ✓ Avoiding assumptions
- ✓ Defining problems objectively

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Course Outline

✓ Day 02

Analyzing Problems Effectively

Module 3: Root Cause Thinking

- ✓ Symptoms vs. causes
- ✓ Asking the right questions
- ✓ Avoiding superficial fixes

Module 4: Gathering Relevant Information

- ✓ Identifying useful data
- ✓ Separating facts from opinions
- ✓ Understanding context and constraints

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Course Outline

✓ Day 03

Generating and Evaluating Solutions

Module 5: Solution Generation Techniques

- ✓ Exploring alternative solutions
- ✓ Avoiding single-solution bias
- ✓ Encouraging practical creativity

Module 6: Evaluating Solution Options

- ✓ Feasibility and impact assessment
- ✓ Risk awareness
- ✓ Choosing workable solutions

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Course Outline

✓ Day 04

Implementing Solutions

Module 7: Planning Solution Implementation

- ✓ Turning solutions into actions
- ✓ Assigning responsibilities
- ✓ Managing execution challenges

Module 8: Monitoring and Adjusting Solutions

- ✓ Tracking solution effectiveness
- ✓ Adjusting
- ✓ Preventing unintended consequences

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Course Outline

✓ Day 05

Preventing Recurring Problems

Module 9: Learning from Problems

- ✓ Post-problem reviews
- ✓ Capturing lessons learned
- ✓ Strengthening processes

Module 10: Building a Problem-Solving Mindset

- ✓ Proactive problem identification
- ✓ Continuous improvement thinking
- ✓ Developing long-term problem-solving skills

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Problem Solving

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai
June 7, 2027	June 11, 2027	5 days	4950.00 \$	England , London
Nov. 15, 2026	Nov. 19, 2026	5 days	4250.00 \$	KSA , Dammam
Aug. 2, 2027	Aug. 6, 2027	5 days	2150.00 \$	Virtual , Online

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