



Problem Manage

This first level employability training module would equip users to contribute to collaborative management of problems in Forums.

The key disciplines would-be:

- Problem assessment (types of problem, cause and effect analysis, separating fact from assumptions)
- Problem management (Problem ownership, stakeholders, solution ownership)
- Using collaborative problem-solving techniques (scoping, brainstorming, Pareto analysis, SWOT analysis, decision-making)

The thinking and relationships skills would include:

- challenging assumptions,
- making suggestions
- using practical experience on new situations
- asking probing questions,
- handling disagreement

Project options would be:

- creating, using and refining an agreed process by which a forum approaches any problem;
- forum subgroups undertaking initial work on problems and reporting back to the forum
- forum working together on one initial problem

Delivery options:

- one day off the job
- one day close to the job
- half day plus e-mail and telephone coaching
- extended forum meeting
- on-site coaching plus half day when

Understand and Interpret

This first level employability training module would equip users to make a case for managing a problem or considering a new work practice or new equipment

The key disciplines would-be:

- Investigating a situation (Recording facts about an issue from other people, documents and observation)
- Interpreting findings (identifying possible causes and effects and estimating time, material, human and financial costs of situation)
- Presenting findings (constructing a 5-minute summary with notes and presenting it to a group or individual)

The thinking and relationships skills would include:

- Initiating fact-finding conversations with others
- Making a using a simple questionnaire
- Making and using an observation schedule
- Making notes that can be used later
- Using simple statistics
- Using multiple cause analysis frameworks
- Discussing findings with others and capturing their ideas
- Costing materials and time and making simple cost projections
- Summarising
- Creating a word document
- Capturing other people's attention
- Speaking from notes

Project options would be:

- Investigating a production, quality or process problem
- Investigating a widely-held but vaguely-defined concern
- Assessing the possible value of a machine or work practice used elsewhere

Delivery options:

- Three off-the-job half-days
- Two off-the-job half-days plus a face-to-face coaching session
- Two close-to-the job half-days plus e-mail and telephone coaching