Problem Analysis

Northgate
TRAINING ACTIVITIES

FACTSHEET

A problem at work and no data! Teams need to brainstorm, then use different techniques to investigate.
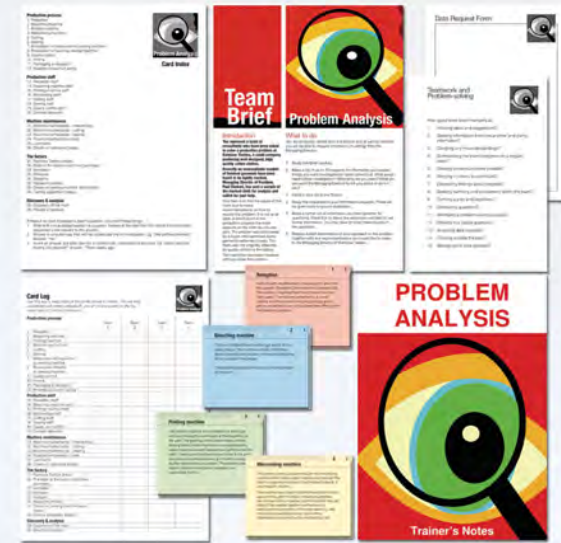
🕐 **1 hour + debrief**

👥 **3-24** (up to 4 teams of 3-6 per team)

🔺 **For staff at any level**

🖥 **No computer required**

£ **495** ex VAT

USE AGAIN AND AGAIN • FOR UPTO 24 DELEGATES
5 YEAR LICENCE

Learning objectives

- to develop problem-solving strategies
- to brainstorm ideas
- to ask the right questions
- to think logically and analytically
- to organise the information gathered
- to identify the critical information

About the activity

'Rainbow Textiles' has suspended production and losses are mounting. Can teams trace the cause of the mysterious mark on much of the cloth - and save the business?

Teams receive notice of the problem and details of the factory. A Databank, managed by the Facilitator, holds all the relevant data about the factory, the staff and possible causes. Teams can access the databank via written requests.

What should they ask for? How will it help? Teams begin to build a picture of the problem, but there are plenty of red herrings along the way! They use different techniques and strategies: step-by-step logic, brainstorming and data analysis to drill down and pinpoint the problem.

As well as looking at the pros and cons of different problem-solving strategies the activity examines the way groups organise themselves, resolve conflict, communicate and retrieve data. In particular it highlights the need to obtain full details, think logically and to ask the right questions - usually starting with general questions in order to get an idea of the direction for delving deeper.

Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Pack contents

- Trainer's Notes
- Team Brief
- Sets of Datacards
- Data Request Form
- Card Log
- Handout: Teamwork & Problem Solving
- Card Index

This activity is for face-to-face training. It is supplied as a hard copy pack & the digital files are supplied via the Northgate Trainerhub.

Ideally suited to

Any course on problem-solving to give teams the chance to put their problem-solving skills to the test. Having little information about the problem, they first need to decide what key information they should ask for.

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Customer reviews

> Problem Analysis is a *superb package* to promote and stimulate analytical thinking and risk analysis.
> **S. Thompson, The Stock Exchange**

> An *excellent exercise* - we used it with managers from Africa and the Middle East. It was extremely *beneficial* and thoroughly *enjoyed* by all.
> **S. O'Linn, Mile Laboratory UK Ltd**

> We use Problem Analysis in the problem-solving session on a basic management programme for managers from different areas of the company. It's *extremely useful* in giving participants something practical rather than theoretical.
> **D. Hutchinson, Kay & Co Ltd**

Trainer's role (full guidance supplied in Trainer's Notes)

- Arrange participants in teams and briefly introduce the activity.
- Issue copies of the Briefing Sheet.
- Announce the times when the Databank is open.
- Accept up to 10 questions from each team.
- In return, hand groups the appropriate Datacards that answer their questions.
- Observe teams in action and make a note of salient points for the Debrief. Do not get involved with their task.
- Allow time for analysis and then take another round of questions for the Databank.
- When the allotted time is up, call upon each group to make a presentation of the problem and how best it can be rectified.
- Lead a discussion on how the teams worked. What approach did they adopt? Did it work well? Did red herrings mislead them? Did they need to change tack? How might they have improved performance? See Trainer's Notes for guidance.
- Elicit the key learning points from participants.

Northgate says...

When faced with problems at work teams and individuals often fail to follow an objective, logical procedure. The general rule is (1) gather information, (2) assess possible causes, (3) evaluate the options, (4) identify the main cause. This activity helps delegates develop a structured approach to take back to the workplace.

Ordering is easy!

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Northgate customers

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