






Problems! Problems!

FACTSHEET

Identify and evaluate a range of problem-solving techniques with this fun, hands-on activity.

-  **1 hour + debrief**
-  **3-24** (1, 2, 3 or 4 teams of 3-6 per team)
-  **For staff at any level**
-  **No computer required**
-  **495** (hard & digital copy) or **445** (digital copy) ex VAT



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Learning objectives

- to define a problem clearly before trying to solve it
- to use a structured approach
- to avoid making assumptions
- to utilise some common problem-solving techniques
- to be logical and objective

About the activity

Problems! Problems! provides an opportunity to look at different approaches to problem solving and put them to the test. There are ten problems and 60 minutes, so teams have just six minutes per problem. They are a mixture of work-based issues and conventional conundrums that together highlight some key approaches to problem solving. For each problem teams identify a specific problem solving approach or rule, for example, lateral thinking, brainstorming, step-by-step logic and 'fish-boning' can all be used.

How do teams approach the task?

- Do they assess the difficulty of each problem?
- Do they identify individual skills within the group?
- Do they have any kind of strategy?
- Do they complete all ten problems?
- Do they make the best use of the limited time?

The lessons that emerge are laid out in the Trainer's Notes (along with all the solutions and explanations) - and can be related to what happens at work when problems arise.

Observer's Forms and Team Assessment Forms are provided for in-depth assessment of participants' problem solving competencies and handouts on Key Points are supplied for participants to take away at the end.

Pack contents

- Trainer's Notes
- Team Briefs
- Solutions Sheet
- Handout 1: Initial Ideas
- Handout 2: Observer's Form
- Handout 3: Observer's Review Form
- Handout 4: Team Review Form
- Handout 5: Key Points
- Handout 6: Action Plan

This activity is for face-to-face & virtual training. It is supplied as a hard copy pack & the digital files are supplied via the Northgate Trainerhub (or you can purchase digital files only).

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.

Ideally suited to

Any level and any course on problem-solving. Identifies different approaches and when to use them.

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Customer reviews

” I have used Problems! Problems! as an icebreaker and the activity has been *well received*. I can also use it to reinforce that a team/group is made up of diverse individuals who bring their individual skills and strengths to the team.

Rachel Clayton, Consultant, Oman

” Problems! Problems! is an *excellent* activity to promote creative thinking and a structured approach to problem definition.

Dr Evangelos Kitsos, Senior Teaching Fellow, WMG, University of Warwick

” *Enjoyable, worthwhile exercise* – and feedback from delegates was great. All in all, an excellent experience.

Steve Laing, Consultant, QC Training International



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

- Arrange the group into teams and introduce the activity.
- Issue Team Briefs and Solutions Sheets.
- Allow 60 minutes for teams to try and accomplish their objective (of solving all ten problems).
- Observe the teams in action (using Observer's Forms supplied).
- Lead a Debrief on the issues raised and relate back to the workplace.

Northgate says...

We are faced with problems all day, every day! It's always a valuable exercise to make teams aware of the range of strategies they can use to solve problems - at work and in the wider world.

Ordering is easy!

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sales@northgatetraining.co.uk

Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:

£15 UK (next working day)

£29 Europe (1-3 working days)

£39 International (1-5 working days)

Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



Northgate customers

