



Problem Solving

Course Overview

Problems present themselves everyday in every way. A successful business analyst develops an approach to problem solving that works effectively and allows for creativity in diverse situations. Although there are many ways to approach problem solving, being armed with the proper tools and skills help you to develop the most effective plan. This course focuses on a problem solving process and techniques.

Key Outcomes

Upon completion of this course, participants will be able to:

- » Use a standard process for approaching problem solving
- » Identify and select appropriate thinking patterns for different situations
- » Select and use a problem solving technique
- » Describe Appreciative Inquiry

Course Outline

Process for Approaching Problems

- » Define the problem
- » Identify the cause
- » Investigate alternatives
- » Select an approach to solve it
- » Implement the approach
- » Monitor and determine resolution

Thinking Patterns for different situations

- » Making decisions
- » Thinking processes for approaching problems
- » Efficient thinking

Problem Solving techniques

- » Cause and effect diagrams
- » Affinity diagrams
- » SWOT Analysis
- » Risk Analysis

Appreciative Inquiry

- » Define appreciative inquiry
- » Describe the steps
- » Implement it for your project team

At-a-Glance:

Course Length:

2 days

Course Number & Level:

314.PS2 – Proficient

Professional Development Units

(PDUs): 14

Continuing Education Units (CEUs):

1.4

PMBOK® Guide Knowledge Areas**Covered:**

- » Project Human Resource Management
- » Project Risk Management
- » Project Communication Management

Tracks:

- » Business Analyst