

TRAINING SUMMARY

<u>COURSE NAME</u>	Problem Solving	<u>LENGTH</u>	35 mins
<u>COST</u>	\$49.99	<u>LANGUAGE</u>	English
<u>JURISDICTION</u>	National (Canada)	<u>VOICEOVER</u>	Yes

DESCRIPTION

When you're solving problems, it's all-too-easy easy to skip over important steps in the problem-solving process, meaning that you can miss good solutions, or, worse still, fail to identify the problem correctly in the first place. This module is designed to guide participants through each stage of the problem-solving process, from finding the problem to implementing a solution. This helps to ensure that solutions are creative, robust and well considered.

LEARNED TOPICS/OBJECTIVES

- Understanding the 7 step cycle to solving problems
- Knowing that problem solving is both a skill and a process and why
- Applying good problem solving both at home, and in the workplace

ASSESSMENT

Testing conducted throughout this course is designed to reinforce the information presented. A mark of 80% must be achieved in order to receive a certificate of completion. Participants are able to repeat the course if the pass mark is not achieved.

Upon successful completion of this online course, a certificate of completion will be available for download and printing.

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