



Practical Problem Solving Programme



Click2Learn

Train Better. Do Better.

CPD[®]

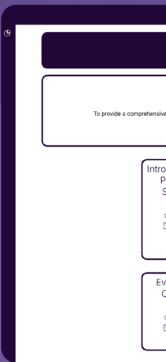
The CPD Certification Service



Click2Learn

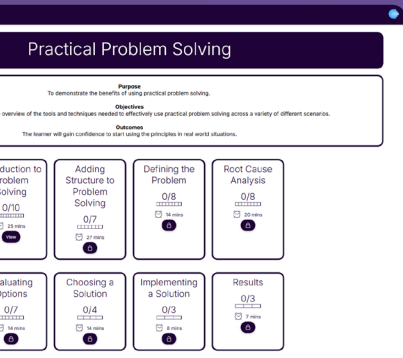
Train Better. Do Better.

Structured problem-solving
for real-world results
anytime, anyplace, anywhere...



Introduction

Structured problem-solving is essential for business success. In today's fast-paced and competitive world, organisations cannot afford to let inefficiencies stand in their way. With a proven, standardised methodology, PPS turns problem-solving into a strategic advantage—eliminating obstacles, enhancing performance, and empowering organisations to thrive in any environment.



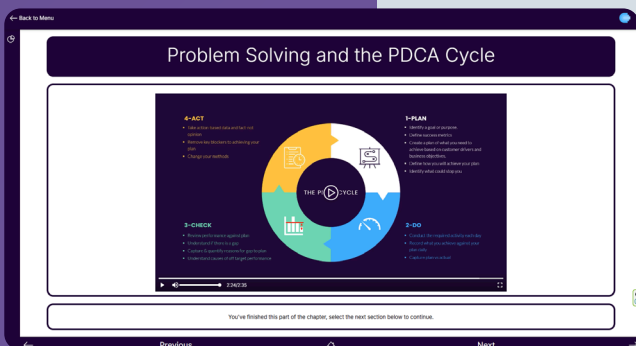
Click2Learn's Practical Problem Solving (PPS) Programme empowers learners to tackle challenges decisively, uncover the root causes of issues, and implement lasting, high-impact solutions.

Our content is designed to keep learners engaged through a wide range of interactive modules and real-world application.

Blended Learning: Click2Learn's innovative blended learning model is designed to provide unparalleled flexibility and effectiveness. It combines the latest eLearning techniques, live coaching from industry experts, and engaging onsite workshops. This enables learners to apply knowledge to real-world business challenges.

Engaging Content: Our online learning modules go beyond traditional approaches. With captivating videos, immersive audio, and interactive content, subjects are brought to life to make the learning experience enjoyable and impactful.

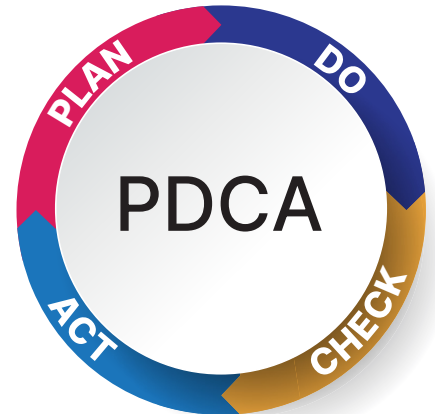
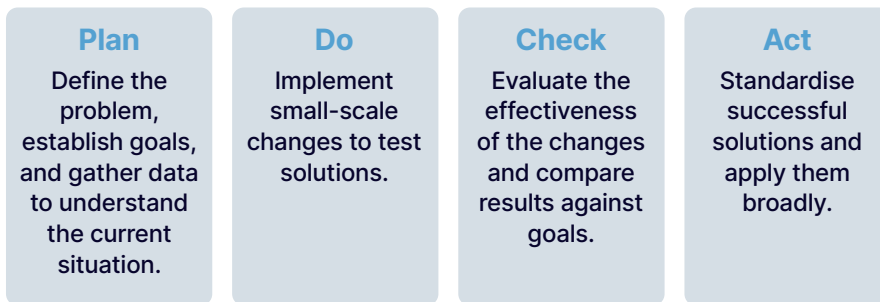
Expert Guidance: Live coaching sessions are designed to embed learning and provide invaluable support for practical assignments. Learners can interact with industry veterans who bring real-world experience, insights and expertise.



What is Practical Problem Solving?

Practical Problem Solving (PPS) is a core element of Lean methodologies, offering organisations a structured approach to identifying and resolving issues at their root cause. Unlike traditional methods that focus on surface-level symptoms, PPS systematically uncovers underlying problems and enables the implementation of sustainable solutions, ensuring consistency and preventing recurring challenges.

PPS is carried out using structured cycle, such as the Plan-Do-Check-Act (PDCA) cycle, which follows these four steps:



Other tools commonly used in PPS include:

- **Root Cause Analysis (e.g., 5 Whys, Cause-and-Effect Diagrams)** - To uncover why problems occur.
- **Visual Management** - To make issues, progress, and outcomes visible and transparent.
- **A3 Thinking** - A Lean tool for documenting problem-solving efforts and promoting concise communication.

HOW CAN IT HELP YOUR ORGANISATION?

PPS empowers businesses and teams by encouraging a culture of collaboration, enhancing decision-making, and embedding problem-solving into daily operations. By integrating PPS, organisations can:

- Reduce waste and inefficiencies.
- Enhance team morale by involving employees in meaningful improvements.
- Build agility and resilience to adapt to future challenges.

This systematic approach not only resolves immediate issues but also lays the groundwork for sustainable growth and long-term success:

A Culture of Root Cause Resolution:

PPS empowers employees at all levels to identify inefficiencies and propose meaningful improvements. It creates an environment where problem-solving becomes a shared responsibility, driving collective progress through sustainable solutions.

Improved Team Collaboration:

The PPS approach promotes more open communication and shared accountability which engenders stronger, more cohesive teams. By encouraging teams with different functions to work together, complex issues are more effectively addressed and resolved.

Operational Efficiency:

Targeting inefficiencies such as overproduction or waiting times enables organisations to reduce waste and lower costs. Employing a systematic approach to these challenges enhances process reliability and elevates the overall quality of outputs.

Employee Morale:

Involving team members in problem solving initiatives gives them ownership over processes and outcomes. Recognising and implementing their solutions further builds engagement and satisfaction, contributing to a more motivated workforce.

Increased Agility and Resilience:

Organisations become more adaptable and better equipped to tackle challenges through Practical Problem Solving. More structured frameworks enable faster decisionmaking and implementation, ensuring businesses can respond effectively to changes.

Measurable Results:

PPS generates tangible benefits, including cost savings, increased productivity, improved customer satisfaction, and reduced downtime, making it an invaluable tool for organisational success.

Programme Overview

This programme is designed for organisations looking to train individuals and/or entire teams with the structured methodologies they need to identify root causes, develop effective solutions, and implement lasting improvements. It provides learners with the skills to proactively tackle challenges and drive operational excellence. This results in measurable business benefits such as increased efficiency, cost savings, and enhanced team collaboration.

LEARNING OBJECTIVES

PPS empowers individuals and teams by encouraging a collaborative culture, enhancing decision-making abilities and embedding problem-solving into daily operations. By integrating PPS, organisations can:

- Define and Quantify Problems
- Create Concise Goal Statements that align problem-solving efforts
- Contain Problems Quickly
- Use Root Cause Analysis (RCA) to understand why problems occur
- Evaluate Options and Choose Solutions
- Test, Refine, and Implement Solutions
- Create Implementation Plan
- Track and Measure Results

Click2Learns Practical Problem Solving programme is flexible and consists of 7 modules. These modules are broken into bite-sized chunks to enable participants to complete the 5 hours of self-guided eLearning and 60 mins of direct coaching, as and when their schedules allow.

The additional option of a one-day, on-site workshop is also available to help define and prioritise the most significant challenges within the learner's workplace.

The programme is structured into key modules, each focusing on different aspects of the problem-solving process:

Module 1 - Introduction to Problem-Solving Techniques

In this introductory module, learners gain a comprehensive understanding of problem-solving within the framework of a Continuous Improvement system. They will learn about the Plan-Do-Check-Act cycle and its role in fostering a culture of systematic improvement and explore the distinction between solving individual problems and building enduring problem-solving capabilities.

Module 2 - Adding Structure to Problem Solving

Module 2 discusses the range of problem-solving methodologies that bring structure and clarity to addressing challenges. Learners are shown how effective problem-solving teams are formed by defining clear roles and responsibilities, and will develop strategies for communicating effectively with stakeholders throughout the problem-solving process.

Module 3 - Defining Problems and Creating Goal Statements

This module introduces the use of tools such as Kipling questions, SMART goals, and brainstorming techniques to craft precise problem and goal statements. Learners will be shown how to assess the current situation to thoroughly grasp the scope of the issue and implement measures to contain problems, before delving deeper into analysis.

Module 4 - Root Cause Analysis

In this module learners are shown how to apply a variety of tools, including brainstorming, affinity diagrams, cause-and-effect analysis, the 5 Whys technique, and Pareto analysis, to identify the root causes of problems. These tools help uncover the underlying issues that must be addressed for sustainable solutions.

Module 5 - Evaluating Options

Module 5 introduces learners to strategic tools such as SWOT analysis, prioritisation matrices, and hypothesis testing to evaluate potential solutions. They will consider both the impacts and feasibility of each option to identify the most effective path forward.

Module 6 - Choosing and Implementing Solutions

In this penultimate module, learners will develop clear solution statements and create actionable plans to address identified issues. They will learn how to assign responsibilities effectively and introduce robust checks and feedback mechanisms to refine solutions and ensure they achieve the desired results.

Module 7 - Tracking Results

The final module in the programme teaches learners how to monitor the effectiveness of implemented solutions through structured tracking processes. They will understand the importance of revisiting and adjusting strategies as needed to ensure long-term success and the sustainability of improvements.

Accreditation

Our **Practical Problem Solving Programme** is accredited by the **CPD Certification Service**, ensuring that your team's training meets the highest industry standards.



As a **CPD-certified course**, the programme ensures that both businesses and employees remain at the forefront of professional development. For businesses, **CPD accreditation** guarantees that the training is current, relevant, and tailored to enhance employee skills in a structured, measurable way. This supports organisational goals by driving continuous improvement and maintaining a competitive edge.

For employees, **CPD certification** demonstrates a commitment to ongoing learning, boosting skills, confidence, and career progression.

The certification is widely recognised across industries, providing assurance that learners are gaining valuable, accredited knowledge that enhances their careers.

Pricing

Standard Package (£500 + VAT per user):

Includes full access to eLearning modules and practical workplace assignments and 60 mins of direct coaching. Additional coaching and workshops are available at additional cost.

Bespoke Package

Tailored to specific organisational requirements, including additional coaching and custom content.



Benefits

Investing in Practical Problem Solving training enables organisations to build resilient, agile, and motivated teams capable of addressing root causes. This training fosters a culture of continuous improvement, allowing businesses to identify and eliminate inefficiencies and waste, driving greater operational effectiveness and long-term success.

For Businesses:

- Improved efficiency and quality with less waste
- Immediate knowledge application for tangible benefits
- Minimal disruption as learning is embedded within the workflow

For Coordinators:

- Training pathways that can be adjusted according to requirements
- Comprehensive tools for tracking progress and automating administration
- White-labelled solutions for custom branding and content creation

For Learners:

- 24/7 access to training on any device
- Interactive, engaging content with practical assignments
- CPD learning credits and seamless integration of learning into daily routines

Why Choose Click2Learn's Lean Leader Programme?

Practical Application

Our programme goes beyond theory. Learners apply new skills directly to their work environment through assignments such as setting up structured processes and the use of tools to identify and resolve root causes.

Cost-Effective & Flexible

Available on any device, our eLearning platform allows participants to learn at their own pace, minimising disruption to business operations while maximising results. Our online platform ensures consistent, high-quality training for teams across different locations.

Scalable

Train large groups simultaneously throughout your entire organisation, wherever they are.

Tailored for Business

We offer bespoke content options and integration with your existing systems. Configure the sequence and structure of the course to suit your exact requirements. Accessibility and language options are also available.

Expert Coaching

Learners have access to direct coaching from industry experts, ensuring personalised support throughout the programme. Our coaching team, has real world experience of applying the concepts covered in this programme.



For more information on how Click2Learn's Continuous Improvement Programme can benefit your business or to request a demonstration, please visit our website at www.click-2.com, email us at info@click-2.com or call us at +44(0)247 718 0496.



Union House, 111 New Union Street, Coventry, CV1 2NT United Kingdom
T: +44 (0)247 718 0496 | E: info@click-2.com | www.click-2.com