

Problem Solving Across An Organization

GoSkills online course syllabus

Skill level

Beginner

Lessons

16

Pre-requisites

No prior experience needed

Video duration

35m

Estimated study time

35m 23s

Instructor

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Introduction

- 1 **Mastering problem solving**
All organizations have problems.

Gaining Context on the Problem

- 2 **Viewing problems through a cultural lens**
Organizations should have a clear vision of who they are: not just what they do, but what their culture is.
- 3 **Identifying the people**
Understanding your culture also requires an understanding of who you are working with.
- 4 **Identifying your clientele**
It's important to understand your organization's purpose and who you're trying to serve so that you can better anticipate their needs and how you'll want to navigate solving their problems.

Defining the Problem

- 5 **Identifying the problem**
You cannot begin to problem solve until you find the problem first.
- 6 **Identifying the players**
You need to understand who the involved parties are in the problem to better understand how to solve the problem and prevent it from arising again.

Creating Solutions

7 **Defining your desired outcomes**
Now that the problem and the players have been defined, what should be done about it?

8 **Creating a roadmap**
Now that we understand where we want to go, how do we get there?

9 **Evaluating your goals**
When setting goals, you must ask yourself if the goals are attainable and take into account the current capacity, policies, and procedures of the organization.

10 **Discussing alternative options**
Once your goals are defined, there needs to be another round - or rounds- of review to make sure that other alternatives are considered and projects are not being duplicated.

Implementing Your Solutions

11 **Gaining buy-in**
You must get buy-in, not just from those involved, but from those in leadership.

12 **Transparent communication**
It is important for you to make sure there is transparency in the process when implementing a goal, policy, or any change.

13 **Monitoring progress**
You must monitor the progress towards your goals as this is important to make sure everyone involved in the process of implementing the solutions or initiatives is on track to complete their work in the time allotted.

Evaluating the Outcomes

14 **Setting up evaluation processes**
Having methods in place to communicate progress and pitfalls is essential during the process of evaluating the success of your solutions.

15 **Deciding next steps**
Most problems require long term surveillance to mitigate future issues, so understanding the results of the evaluation are key to short and long term problem solving.

Conclusion

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Problem solving across an organization

Thank you for watching this course!

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