



## **112 - Team Involvement Problem Solving (TIPS)**

**Onsite – 1 Day, 8 Hours – Optimum class size, 14-16 students**

### **Training Description:**

Team-involvement Problem Solving (TIPS) is an eight-hour course that teaches a structured, team based, root cause-oriented problem-solving process that supports the elimination of impediments to process flow. This highly interactive course leads participants through an understanding of problem-solving skills and tools such as creative/divergent thinking, consensus decision making for convergent thinking, data collection and analysis, and tools for planning actions. An eight-step problem solving process with associated guidelines for executing each step is presented. Problem solving meeting facilitation is covered. The workshop concludes with a problem-solving practice exercise in a team setting.

### **Training Objective:**

This training will provide a cross functional group of employees with an 8-step process for quickly resolving problems with a consensus driven approach that puts permanent corrective actions in place. Problem solving can be used in the office as well as the production and supporting departments. The trainees will have the opportunity to demonstrate the outcomes of a problem-solving process they participated in using the various tools learned in the training. In this training, as with others in our overall training plan we expect to address specific measures of success relating to productivity and sales. These can be seen in our return-on-investment calculations as well as in our grant application.

### **Skill Attainment:**

Problem Solving Training skills that will be transferred:

- Learn how to be part of a team-based approach involving those closest to a particular process
- Understand and use techniques for generating creative ideas
- Capability to facilitate consensus decision making
- Use and facilitate a structured eight step problem solving model
- Utilize interactive skills and facilitation techniques that support effective team-based problem solving meetings

These skills are transferable within the company, industry and are highly desirable by any manufacturer.



## Team Involvement Problem Solving (TIPS)

**Team Involvement Problem Solving** is an eight hour course that teaches a structured, team based, root cause oriented problem solving process that supports the elimination of impediments to process flow. This highly interactive course leads participants through an understanding of problem solving skills and tools such as creative/divergent thinking, consensus decision making for convergent thinking, data collection and analysis, and tools for planning actions. An eight step problem solving process with associated guidelines for executing each step is presented. Problem solving meeting facilitation is covered. The workshop concludes with a problem solving practice exercise in a team setting.

### Learning Objectives:

Students will:

- Learn the utility of solving problems using a team based approach involving those closest to the process
- Learn techniques for generating creative ideas
- Learn methods and tools for facilitating consensus decision making
- Learn a structured eight step problem solving model
- Learn a variety of problem solving tools
- Learn interactive skills and facilitation techniques that support effective team based problem solving

### Course Topics:

- Process linkages diagram
- Brainstorming techniques
- Decision making model
- Consensus decision making tools and guidelines
- Eight step problem solving
- Problem solving support tools
- Meeting roles and facilitation
- Interactive skills
- Team based problem solving simulation

### Course Requirements and Logistics:

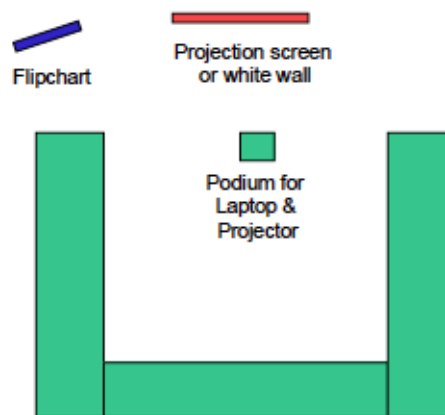
- Class size:
  - The number of participants should be no fewer than 10 and no more than 20.
  - The optimum class size is 14 to 16 participants.



## Facility Requirements:

- Classroom:
  - The classroom needs to be large enough to comfortably seat the participants at tables and to accommodate a table for a laptop computer, projector and training supplies.
  - An electric outlet with power strip is required in the front of the room to power the laptop and projector.
  - Room for a flip chart stand is also required
  - A U-shaped classroom set up is most effective as opposed to round tables or long tables.
  - A table for food and beverages should be placed inside or just outside the classroom.

### U-Shaped Class Room Setup



- Simulation Room:
  - An additional meeting room is required for the practice exercise conducted in the afternoon. The class is divided into two teams, with one team staying in the classroom and the other team moving into the separate room.
  - This room must have a flip chart stand and pad, flip chart markers, and masking tape.
  - Note: if the classroom is large enough to allow for each team to work independently without being distracted or disturbed by the other team, then the additional room may not be required.