Team Involvement Problem Solving (TIPS)
Onsite – 1 Day, 8 Hours – Optimum Class Size, 8-16 participants

Training Description

Team-involvement Problem Solving (TIPS) is an eight-hour training that teaches a structured, team based, root cause-oriented problem-solving process that supports the elimination of impediments to process flow. This highly interactive training 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. During this training, participants will learn an eight-step problem solving process with associated guidelines for executing each step. Participants will also learn how to facilitate meetings centered around problem solving. TIPS includes lecture, classroom exercises, as well a case study to provide problem-solving practice in a team setting. This training is delivered in person, onsite, and is designed for all levels of the company.

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 within the production and supporting departments. The participants will have the opportunity to demonstrate the outcomes of a problem-solving process they participated in using the various tools learned in the training.

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
- 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.

Training Agenda:

- Introductions and expectations
- Basic Lean Awareness
- Problem-solving Process & Tools Training with Integrated Case Study
- Interactive Skills and Meeting Facilitation