



PROBLEM SOLVING

NQF 4
UNIT STD – 242817



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OUTLINE

This Unit Standard is intended for junior managers of organisations. The Unit Standard specifies the knowledge and skills required to solve problems and make decisions.

The qualifying learner is capable of:

- Defining a problem
- Investigating the problem
- Generating problem solutions
- Implementing problem solution
- Evaluating the effectiveness of the solution

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COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

COURSE OBJECTIVES

Almost every process in existence will at some stage experience some sort of problem that could jeopardise it. If problems are not constructively solved, it could mean escalation of that problem, or the creation of more problems down the line. We teach you what you need to know in order to find constructive solutions to potentially destructive problems.

EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.