

## Problem Solving (PS)

**COURSE NUMBER**    **FAA01281**

For information about this course, contact:  
 FAA Program Manager: Shepherd Curl  
 (386) 446-7132

---

### DESCRIPTION AND LEARNING STRATEGY

This course is designed for employees who are in positions or roles with problem-solving responsibilities. We all have our own unique styles of responding to a problem situation when confronted. This course examines a four-step problem solving model including problem definition, situation analysis, options generation and analysis, and problem solution. It utilized interactive lecture/discussion, application exercises, and small group work. It also reviews various methods and tools which support successful completion of each of the four steps in the model.

### OBJECTIVES

- Demonstrate the procedures to resolve identified work issues.
- Write a problem statement that meets provided criteria.
- Demonstrate the techniques for analyzing issue(s) to identify causes.
- Demonstrate the process to identify possible solutions.
- Demonstrate the procedures to selecting a solution.
- Develop an action plan for the selected solution.

### KEY COMPETENCIES

- |   |                                       |
|---|---------------------------------------|
| • Building Alliances                    | • Managing Organizational Performance |
| • Communication                         |                                       |
| • Innovation                            | • Problem Solving                     |
| • Interpersonal Relations and Influence |                                       |

### CLASS SIZE

12 participants

### LENGTH

6 hours  
 (Class times may vary)

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Individuals and intact teams responsible for addressing organizational or operational issues within their groups

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Staff Study Fundamentals  
 (FAA01259)  
 Systems Thinking  
 (FAA01277)