



Problem Solving

A Skill Session
by

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To GETA Staff in GETA Office



Aim

To guide

improve your abilities

in problem solving

by using some tools & techniques



Overview

1. Introduction
2. Problem solving process
3. Identifying & defining
4. Generating ideas
5. SWOT analysis



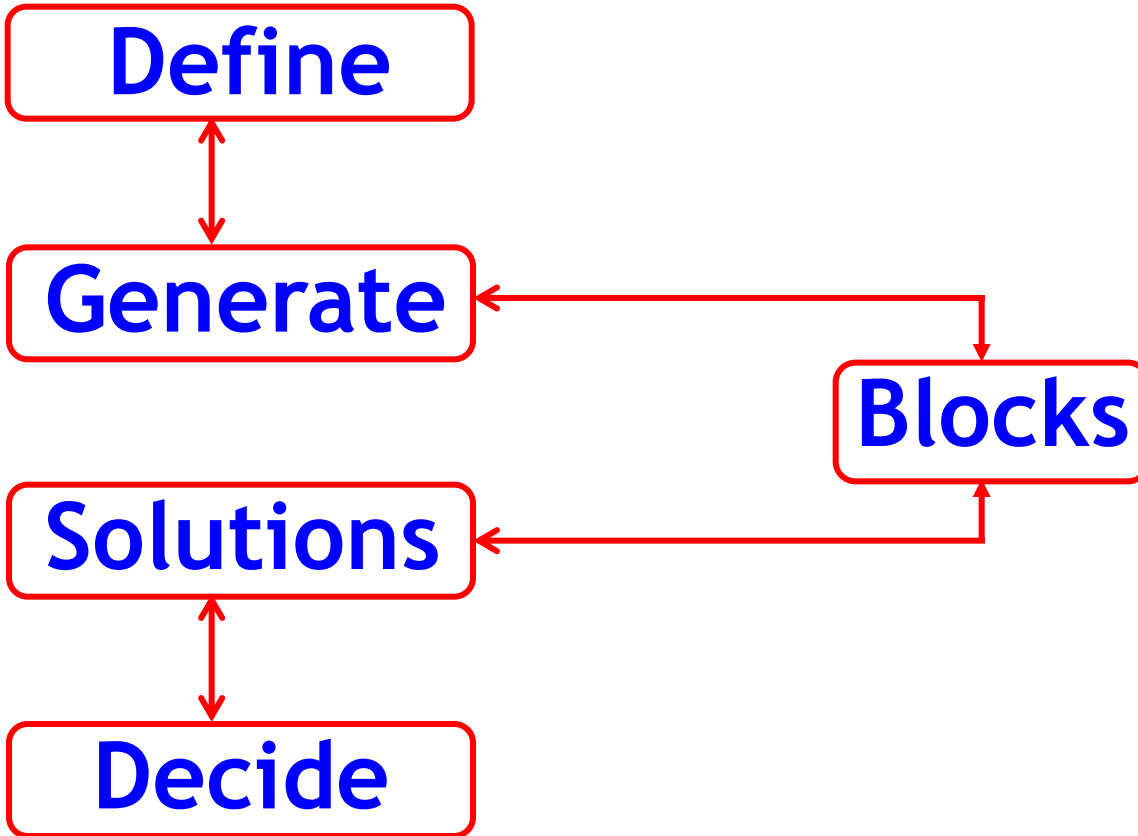
Introduction

- It is a part
- Always Solve
- By Instinct
- It is a skill
- All of us have unique way





Problem Solving Process





Defining Problem

- ➔ Understanding
- ➔ Know about subject
(read, collect data and think)
- ➔ Talking with others
- ➔ Verifying findings
- ➔ Arise questions
Like - What?, Why?, When?, How?
- ➔ Define properly



Generating ideas

➔ Blocks

➔ Drilling Down

Keep asking “So what” till you are satisfied that you have drilled down to the basic level of the problem.

➔ Brain Storming



Blocks

➤ Mental Blocks

Stereo typing

Information overloading

➤ Emotional Blocks

Fear of failure

judging rather than generating ideas

➤ Cultural Blocks

Fear to elders



Generating ideas

➔ Blocks

➔ Drilling Down

Keep asking “So what” till you are satisfied that you have drilled down to the basic level of the problem.

➔ Brain Storming



Brain Storming





SWOT analysis

continued...

It is very effective way of identifying your strengths and weaknesses, and examining the opportunities and threats you face

➔ Strengths

What advantages do you have?

What do you do well?

What do other people see as your strengths?



SWOT analysis

continued...

➤ Weaknesses

- What could you improve?
- What do you do badly?
- What should you avoid?

➤ Opportunities

- Where are the good opportunities facing you?
- What are the interesting trends you are aware of?

➤ Threats

- What obstacles do you face?
- What is your competition doing?



Summary

- Introduction
- Problem solving process
- Identifying & defining
- Generating ideas
- SWOT analysis



Any Problem?



Any Questions ?



Thank you very much