Table of Contents (TOC) on Problem Solving:

Duration: 16 Hours

Training Methodology:
1-Experiential Learning
2-Interactive Workshops
3-Real-Life Examples
4-Feedback and Reflection
5-Case Studies and Scenarios

1. **Introduction to Problem Solving** 1.1 Definition of Problem Solving 1.2 Importance of Effective Problem-Solving Skills 1.3 The Problem-Solving Process
2. **Understanding the Nature of Problems** 2.1 Types of Problems (Structured, Unstructured, Well-defined, Ill-defined) 2.2 Identifying Root Causes vs. Symptoms 2.3 Common Obstacles to Effective Problem Solving
3. **Problem Identification and Definition** 3.1 Recognizing the Existence of a Problem 3.2 Defining the Problem Statement 3.3 Setting Clear Objectives for Problem Solving
4. **Gathering Information and Data** 4.1 Data Collection Methods 4.2 Analysing and Validating Data 4.3 Considering Multiple Perspectives
5. **Generating Potential Solutions** 5.1 Brainstorming Techniques 5.2 Creative Problem Solving 5.3 Using Decision-Making Tools (e.g., SWOT Analysis, Fishbone Diagrams)
6. **Evaluating and Selecting Solutions** 6.1 Criteria for Evaluating Solutions 6.2 Cost-Benefit Analysis 6.3 Risk Assessment and Mitigation 6.4 The Importance of Stakeholder Involvement
7. **Implementing the Chosen Solution** 7.1 Planning the Implementation Process 7.2 Overcoming Resistance to Change 7.3 Monitoring Progress and Adjusting Course
8. **Decision-Making Strategies in Problem Solving** 8.1 Rational Decision Making 8.2 Intuitive Decision Making 8.3 Ethical Considerations in Decision Making
9. **Learning from Failure and Mistakes** 9.1 The Growth Mindset and Learning Orientation 9.2 Turning Failures into Opportunities 9.3 Continuous Improvement and Adaptation
10. **Collaborative Problem Solving** 10.1 Team-Based Problem Solving 10.2 Building a Problem-Solving Culture 10.3 Facilitation and Conflict Resolution

11. **Problem Solving in Different Contexts** 11.1 Problem Solving in the Workplace 11.2 Problem Solving in Personal Life 11.3 Problem Solving in Education
12. **Applying Problem-Solving Techniques to Specific Challenges** 12.1 Problem Solving in Technology and Innovation 12.2 Problem Solving in Customer Service 12.3 Problem Solving in Project Management
13. **The Role of Critical Thinking in Problem Solving** 13.1 Analytical Thinking and Problem Analysis 13.2 Logical Reasoning and Deductive/Inductive Thinking 13.3 Avoiding Common Logical Fallacies
14. **The Power of Collaboration and Diverse Perspectives** 14.1 Inclusive Problem Solving 14.2 Leveraging Diversity for Better Solutions 14.3 Empathy and Perspective-Taking
15. **Problem Solving and Innovation** 15.1 Problem-Solving Approaches for Innovation 15.2 Creativity and Ideation Techniques 15.3 Prototyping and Testing Ideas
16. **Conclusion** 16.1 Recap of Key Problem-Solving Steps 16.2 The Ongoing Journey of Becoming an Effective Problem Solver 16.3 The Impact of Effective Problem Solving on Personal and Professional Growth