PROBLEM-SOLVING SKILLS

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Duration - Breakup	Total Duration
1	Welcome	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives		Instructor-led PowerPoint including open-ended questions for eliciting objectives	30 min.	30 min.
2	Approach to Problem-solving	To enable participants understand what problems are; and sensitize them to a process that can be used for solving problems effectively.	Defining the problem Analyzing the problem Solving the problem Using creativity	Stories: The Snail Story & The Blind Man's Story Exercise: Keeping an Open Mind Activity: Paradigms Movie clip ILT	15 min. (stories) + 15 min. (exercise) + 10 min. (activity) + 5 min. (movie clip) + 15 min. (instruction)	60 min.
3	Problem-based Statement Technique		Defining the core problem	Exercise: Problem-based Statement Story: Vanilla Ice-cream ILT	15 min. (exercise) + 5 min. (vanilla ice-cream) + 15 min. (instruction)	35 min.
4	SWOT Methodology	To enable participants use powerful techniques for solving problems effectively. Get participants to use some of these techniques to derive ways of solving pressing problems in their official and personal lives. Enable partipants figure out the best technique that can be used for solving various problems.	Problem-analysis using SWOT	Team Exercise: 'Michael SWOT' Exercise: Self-SWOT ILT	45 min. (exercises) + 15 min. (instruction)	60 min.
5	Critical-factor Analysis		PARETO Principle Fish-bone Analysis	Activity: Crossing the Bridge Exercise: PARETO Analysis Case Study: Cause & Effect ILT	40 min. (activity) + 15 min. (exercise) + 20 min. (case study) + 30 min. (instruction)	115 min.
6	Brainstorming		Guidelines for effective brainstorming Phases of brainstorming	Movie clips Exercise on mind maps ILT	20 min. (movie clips) + 20 min. (exercise) + 20 min. (instruction)	60 min.