



COURSE DESCRIPTION

<p>Instructor's Guide</p> <p>COURSE DESCRIPTION</p>	Course Code: CJSC02820
	Duration: 3 Working Days
	Issued: 2020
Course Title : SOLVING CHALLENGES WORKSHOP	
<p>Course Purpose:</p> <p>Participants will be taught how to brainstorm to identify problems at the workplace and solve a selected problem. They will be taught how to brainstorm the possible causes, and identify the root causes of the problem. Participants will then be taught how to develop possible solutions and to implement the best solution. The result will be measured against the current situation. They will finally evaluate the tangible and intangible results of the implementation.</p>	
<p>Target Population:</p> <p>The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.</p>	
<p>Topics that will be covered:</p> <ul style="list-style-type: none"> • To identify problems at the workplace. • To analyze the present status of a selected problem. • To find the root causes of the problem. • To develop the possible solutions. • To implement the best solution and check the results. • The stages of problem solving. • Prioritize the problems at the workplace. • Plan the time table to solve the selected problem. • The present status of the problem. • Analyze the problem. • Develop possible solutions. • Implement the best solution. • Analyze the results of implementing the solution. 	