

# Problem-solving Essentials in Today's Workplace: Overcoming Challenges Together

## About This Course:

Problem-solving Essentials in Today's Workplace: Overcoming Challenges Together is a 2-day practical soft skills course designed to help individuals navigate challenges confidently and constructively in the workplace. In today's fast-paced work environments, problems can arise at any moment — from operational inefficiencies to communication breakdowns and customer complaints. This course equips learners with a step-by-step problem-solving approach that is structured, evidence-based, and workplace-relevant.

Participants will learn how to:

1. Identify and define problems using questioning and analysis techniques
2. Generate and evaluate solutions using tools such as the CAPA model, Force Field Analysis (FFA), and workplace experiments
3. Implement and monitor solutions through stakeholder communication, testing, and feedback collection
4. Assess the impact of solutions using defined metrics and improvement indicators.

Throughout the course, learners will engage in realistic workplace scenarios, team-based case studies, and hands-on activities to practice and internalize their skills. They will develop both individual confidence and the collaborative mindset needed to solve problems effectively across various roles and sectors.

This course develops workplace problem-solving capability integrated with relationship management — essential for roles that require interaction, decision-making, and team collaboration. Aligned to RET-CEX-3004-1.1, it meets future economic needs by combining emotional intelligence and structured thinking, preparing learners to solve real workplace challenges.

Course Duration: 16 Hours (including 1 hr 20 mins assessment), 2 Days course. 100% Attendance is required.

Assessment Format & Duration - Written Assessment –60 mins, Oral Questioning – 20 mins.

Passing criteria: 100%. Course Schedule: Kindly visit our website for latest schedule.

Learners will use QR code to download the course materials (in PDF)

Course Fee: **\$422.92** (Inclusive of GST). Course Code: **TGS-2025057665**

## Student Registration form

Company Name				Company Reg. no.	
Company Address				Course Date	
Contact Person Name				Course Language	
Contact Person Email				Course Venue	
Contact Person Mobile		Tel no:		Fax no:	
Participant details					
Participant Name				NRIC / FIN	
Participant Email				Participant mobile no.	
Nationality		Date of Birth		Race	
Designation		Education		Gender	
Salary Range: (1 - Below \$1000, 2 - \$1000-\$1499, 3 - \$1500-\$1999, 4 - \$2000-\$2499, 5- \$2500-\$2999, 6 - \$3000-\$3499, 7 - \$3500 & above)					
Refund Policy: Requests for refund, change or cancellation of course registrations must be submitted in writing and are subject to our terms and conditions. Please refer to our website for our terms and conditions, before registering for the course.					
Absolute Kinetics Consultancy Pte Ltd Tel: 6690 5555				Company seal	
Website: <a href="http://www.sg-akc.com">www.sg-akc.com</a> Registration Email: <a href="mailto:register@sg-akc.com">register@sg-akc.com</a>					