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COURSE BROCHURE

# Advanced Communication and Problem Solving Training Course

28 March – 8 April 2027
Online

# Advanced Communication and Problem Solving Training Course

**Ref:** 834_31694 **Date:** 28 March – 8 April 2027 **Location:** Online **Fees:** 3200 GBP

Communication and Problem Solving is a 2-week training course for team leaders and analysts who resolve recurring operational issues, and who leave with a Problem Resolution Brief that traces a live issue from symptom to agreed fix. Faster operations, leaner teams and cross-functional handoffs mean that a well-analysed fix still fails when nobody accepts it. Jupiter Prime Training built this course around pairing rigorous diagnosis with the conversations that secure action.

## Why Communication and Problem Solving Matters Now

Three pressures shape this subject today. Operations run on tighter margins, so a recurring fault costs output, safety and customer trust each time it returns. Decisions now cross functions, so the analyst who finds a root cause must persuade engineering, finance and front-line crews who did not see the evidence. Remote and shift-based teams make shared understanding harder to build. Organisations that link diagnosis to clear communication close issues once; those that do not patch symptoms repeatedly. The course rests on the Plan-Do-Check-Act PDCA cycle, the 5 Whys, the Ishikawa diagram, the Pyramid Principle and the Situation-Complication-Resolution SCR storyline.

## Who Gains Most from Communication and Problem Solving

- Team leaders who own recurring faults, complaints or delays on their line or shift
- Operations and business analysts who investigate incidents and propose corrective actions
- Continuous improvement leads who facilitate cross-functional fault-finding sessions
- Service and quality coordinators who must explain causes to customers and senior managers
- Project leads who resolve blockers between contractors, suppliers and internal teams

A mixed group of leaders and analysts from one site or value stream gains most, because they leave sharing one diagnostic language and one way of briefing decisions.

## Communication and Problem Solving Capabilities

Participants leave able to move from a vague complaint to a verified cause, a weighed set of options and a recommendation that decision makers accept.

- Frame a problem statement with scope, gap and impact — the sponsor deciding whether to investigate
- Test candidate causes against evidence using fishbone and 5 Whys — the corrective action owner
- Weigh solution options with a weighted decision matrix — the budget holder approving the fix
- Structure a recommendation using the Pyramid Principle — senior managers with limited time
- Facilitate a problem-solving meeting that reaches a decision — cross-functional colleagues
- Build buy-in by mapping objections and adapting the message — the crews who must change practice

## Key Communication and Problem Solving Terms

- Problem Statement — a short factual description of the gap between expected and actual performance, its scope and its impact.
- Root Cause — the underlying condition which, once removed, stops the problem recurring rather than masking its symptom.
- Ishikawa Diagram — a fishbone chart grouping possible causes under headings such as methods, machines, materials, people and environment.
- Weighted Decision Matrix — a table scoring options against criteria multiplied by agreed weights to compare them transparently.
- Pyramid Principle — a way of structuring a message that states the answer first, then groups supporting arguments beneath it.
- Buy-in — the active acceptance by affected people that a proposed solution is sound and worth carrying out.

## Communication and Problem Solving Day by Day

## Day 1: Problems in Their Operational Context

- Cost of Recurring Faults — Which Issues Deserve Structured Investigation
- Problem Versus Symptom Distinction — Where Analysis Effort Should Start
- Stakeholder Map of an Issue — Who Feels Impact and Who Decides
- Communication Breakdowns in Handoffs — Why Fixes Fail After Diagnosis
- PDCA Cycle Overview — How Problem Solving Fits Continuous Improvement

## Day 2: Framing the Problem Precisely

- Is and Is Not Analysis — Narrowing Scope Before Collecting Evidence
- Gap Statement Writing — Agreeing the Size of the Problem
- SMART Problem Objectives — Defining What a Closed Issue Looks Like
- Problem Charter Template — Securing a Sponsor and Resources
- Questioning Techniques for Fact Finding — Separating Observations From Opinions

## Day 3: Gathering and Reading Evidence

- Check Sheets and Event Logs — Choosing What Data to Capture
- Pareto Charts — Prioritising the Few Causes Driving Most Losses
- Run Charts and Trend Reading — Spotting Shifts After Process Changes
- Gemba Walk Observation — Verifying Reports Against the Work Itself
- Active Listening in Interviews — Drawing Accurate Accounts From Operators

## Day 4: Finding Root Causes

- Ishikawa Fishbone Diagram — Organising Candidate Causes by Category
- 5 Whys Technique — Drilling From Symptom to Underlying Condition
- Fault Tree Logic — Combining Causes That Act Together
- Cause Verification Tests — Confirming a Cause Before Acting
- Common Analysis Traps — Avoiding Blame and Premature Conclusions

## Day 5: Generating and Evaluating Options

- Brainstorming and Brainwriting Rules — Widening the Set of Fixes
- Containment Versus Permanent Action — Sequencing Short and Long Fixes
- Weighted Decision Matrix — Comparing Options Against Agreed Criteria
- Cost, Effort and Impact Grid — Selecting Quick Wins and Projects
- Pre-Mortem Analysis — Anticipating How a Chosen Fix Could Fail

## Day 6: Deciding Under Uncertainty

- Decision Rights and RACI Charts — Clarifying Who Approves the Fix
- Risk Assessment of Options — Weighing Likelihood Against Consequence
- Cognitive Bias Checks — Countering Anchoring and Confirmation in Decisions
- Consensus and Consent Methods — Choosing How a Group Decides
- Decision Log — Recording Rationale for Later Review

## Day 7: Structuring the Recommendation

- Pyramid Principle — Leading With the Answer for Senior Readers
- SCR Storyline — Framing Situation, Complication and Resolution
- One-Page Issue Brief — Condensing Evidence for Busy Approvers
- Data Visualisation for Causes — Choosing Charts That Convince
- Tailoring the Message by Audience — Adjusting Depth for Each Stakeholder

## Day 8: Facilitating Problem-Solving Meetings

- Meeting Design With Clear Outcomes — Turning Discussion Into Decisions
- Facilitation Roles and Ground Rules — Keeping Sessions Focused
- Visual Facilitation and Parking Lots — Capturing Ideas Without Derailing
- Handling Dominant and Silent Voices — Balancing Contribution Across Functions
- Action Register With Owners and Dates — Closing Each Session Properly

## Day 9: Gaining Buy-in and Handling Resistance

- Objection Mapping — Anticipating Concerns Before the Briefing
- Influence Approaches and Reciprocity — Securing Support From Peers
- Difficult Conversations Framework — Addressing Blame and Defensiveness
- Feedback Loops With Front-Line Crews — Confirming the Fix Works
- Standard Work and Control Plans — Sustaining the Solution After Rollout

## Day 10: Practising the Problem Resolution Brief

- Problem Charter and Gap Statement — Applying Framing to a Live Issue
- Verified Root Cause Chain — Applying Fishbone and 5 Whys Findings
- Decision Matrix Outcome — Applying Option Evaluation to the Chosen Fix
- Rehearsed SCR Briefing — Testing the Recommendation With Peer Challenge
- Completed Problem Resolution Brief — Ready for Sponsor Approval

## Applying Communication and Problem Solving After the Course

- Run a fishbone and 5 Whys session on the most frequent fault in the latest Pareto chart, with a verified cause agreed by the crew
- Present one corrective action to the sponsor as a one-page SCR brief with a weighted decision matrix attached

## Communication and Problem Solving Questions FAQ

### What is communication and problem solving and why does it matter now?

It is the pairing of structured diagnosis with clear persuasion. Tighter operations and cross-functional decisions mean a correct root cause achieves nothing until the people who own the fix accept it and act on it.

### Which roles gain most from communication and problem solving training?

Team leaders and analysts who own recurring operational issues gain most. Continuous improvement leads, service and quality coordinators and project leads who resolve blockers between groups also benefit, especially when several attend together.

### How does this communication and problem solving course differ from a general communication skills course?

It ties every communication skill to an investigation. Rather than practising presentation or listening in isolation, you frame a problem, verify its cause, weigh options and then brief and facilitate around that evidence.

## What do you bring back from communication and problem solving training?

You bring back a brief on a live issue from your own operation. It contains the problem charter, verified cause chain, decision matrix, recommendation storyline and action register, ready for your sponsor.

## Communication and Problem Solving: The Way Forward

The Problem Resolution Brief first informs whether the sponsor funds the permanent fix or only the containment step. Team leaders, analysts and the owners of each action use it to coordinate rollout. After its first use, the perspective worth revisiting is whether the verified cause truly stopped recurrence, checked against fresh run chart data and crew feedback.