

ESSENTIAL SKILLS FOR PROBLEM SOLVING



About the Programme

The programme is delivered through five modules where participants develop knowledge and skills through a range of interesting and interactive learning activities. Group work and 1:1 activities ensure that all develop the necessary skills to successfully complete the programme. On completion of the programme individuals have the flexibility to progress to a Business Improvement Techniques (B-IT) Level 2 programme, or other Skills Academy programmes.

Materials and content are based on the essential skills mapping for problem solving and includes embedded activities for literacy and numeracy within the modules. All participants have initial and diagnostic assessment and individual learning plans.

Who should attend?

Group/team leaders and shop-floor operatives who wish to improve their skills and contribute to business success.

How is the programme different?

The programme combines powerful problem solving/team building techniques, which are critical skills within a fast paced forward thinking business, coupled with functional skills training, helping to transform attitudes towards learning and development.

The programme was developed using tried and tested methods and piloted with a blue chip automotive manufacturer.

How are the learners supported afterwards?

- comprehensive set of tried and tested problem solving and continuous improvement tools
- documentation that will ensure a robust, structured approach to assist in achieving suitable QCD impact

Research has proven that poor functional skills cost employers £10bn per year. Recent estimates suggest that 25% of the workforce will have functional/basic skills issues that may have a negative effect on business performance.



Essential Skills for Problem Solving Significantly Improve Your Business Performance

Benefits for you, the employer

Employees are the heart of every business and their performance has a direct impact on productivity and profitability. The recently developed National Skills Academy for Manufacturing (the Skills Academy) Essential Skills for Problem Solving programme has been designed to improve employees' functional maths/english and problem solving skills. There are tangible business benefits of having a workforce who are effective problem solvers and who also possess the necessary communication, speaking and listening, team working and maths skills that underpin effective performance.

The Programme

The programme is unique because the needs of the business and its employees are analysed and used as the starting point. Functional skills are mapped into 'core' on the job competences and a bespoke programme is developed based on this mapping. Potential business benefits are identified and included as part of the programme education process.

A range of activities, including work-based simulations help to raise awareness of and develop individual and group skills. Learning to learn aspects are included where individuals will discover how they learn and understand more about how their behaviours can affect others.

Communication skills are actively developed and are embedded throughout the programme, including speaking and listening, writing and reading for purpose, as well as essential numeracy skills. Team skills are developed through a range of activities including a workbased simulation where teams can demonstrate newly acquired team building, problem solving and communication skills; this activity also uses lean manufacturing approaches. Participants also develop their analytical skills enabling them to deal with new situations in a confident manner and are introduced to and actively use a range of problem solving techniques throughout the programme. The programme takes delegates through the steps required to contain a problem and identify the root cause and counter measure for that problem.

Practical evidence of improved problem solving activities is beginning to emerge demonstrating practical business benefits. 1:1 support is available throughout the programme to help individuals progress towards their accreditation. The success rate is 96% and for many it is the first formal qualification they have achieved.



The Skills Academy's unique Learning Engine integrates the five critical phases of the Learning Engine cycle. Analysis, preparation, delivery, follow-through and evaluation. This facilitates a fully-integrated, systematic approach to work-based learning, customises learning, maximises economic benefit and encourages continued learning.

Assured Excellence

The National Skills Academy for Manufacturing (the Skills Academy) is a beacon of security for employers. All providers delivering the Skills Academy's products have successfully completed a thorough validation process, proving their competence to deliver world-class subject knowledge through leading-edge training and techniques tailored to the manufacturing sector. This ensures they deliver the best content in the most powerful and cost-effective way possible, so that programme members receive the best value training to world-class standards.