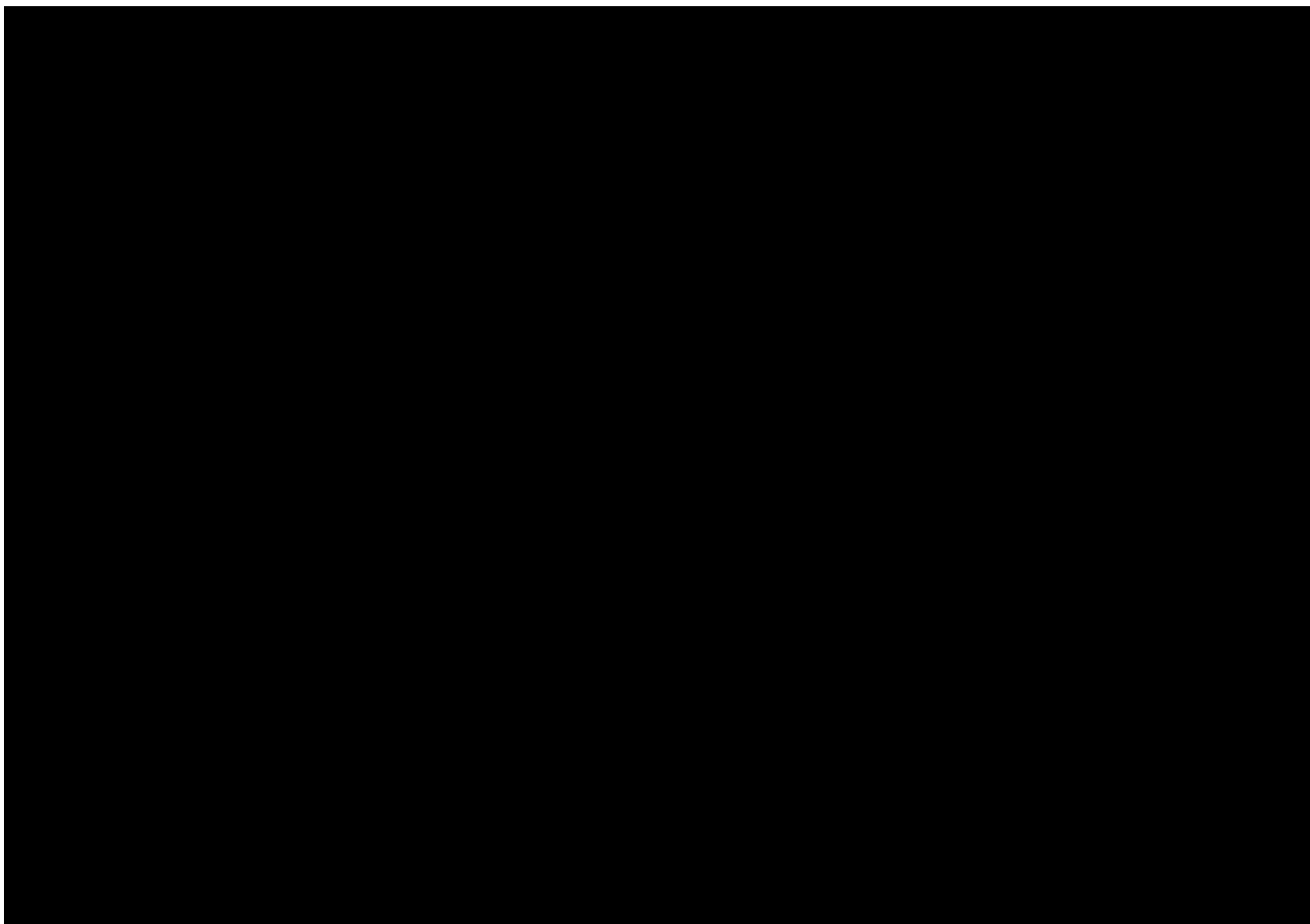
The image features a light blue background with several white puzzle pieces. One puzzle piece is being held by a hand, which is also white with a dark blue sleeve. The hand is positioned at the bottom center, holding the piece up. The text 'Problem Solving at Work' is written in a stylized, rounded font on the left side of the image.

# Problem Solving at Work



# Objectives

- Identify the different types of problem they could encounter in a place of work relating to
  - people
  - tasks
  - resources
- Identify appropriate ways to come up with solutions for a straightforward problem
- Demonstrate use of appropriate methods to create solutions for a straightforward problem
- Decide what solution represents the best

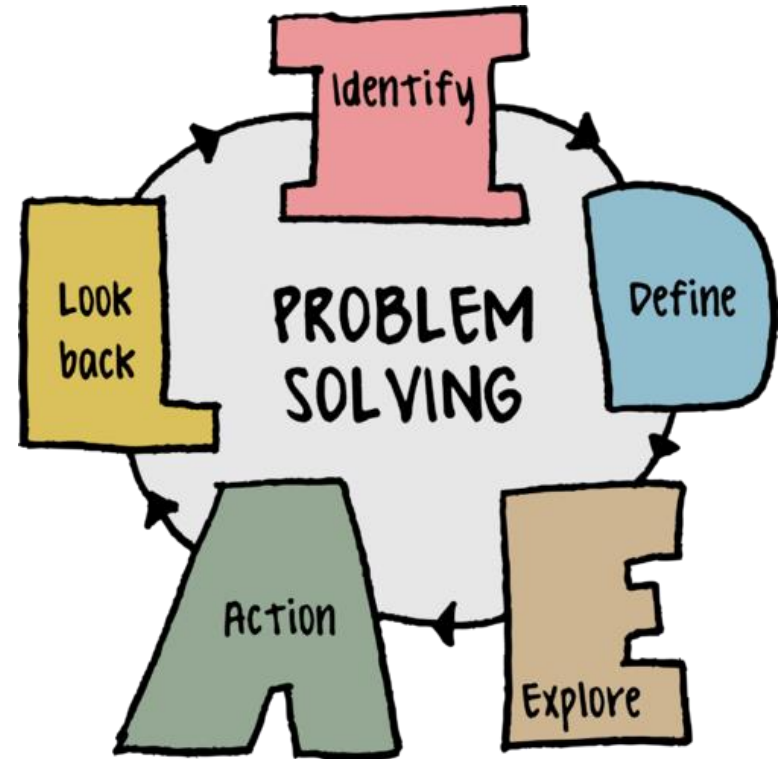
What is a problem?



Describe a problem you have faced



How did you solve this problem?



# People

- Disagreements with co-workers
- Rude customers
- Manager giving too many tasks to do

- Too many tasks to do
- Not enough time to complete tasks
- Unsure of how to complete a task

# Resources

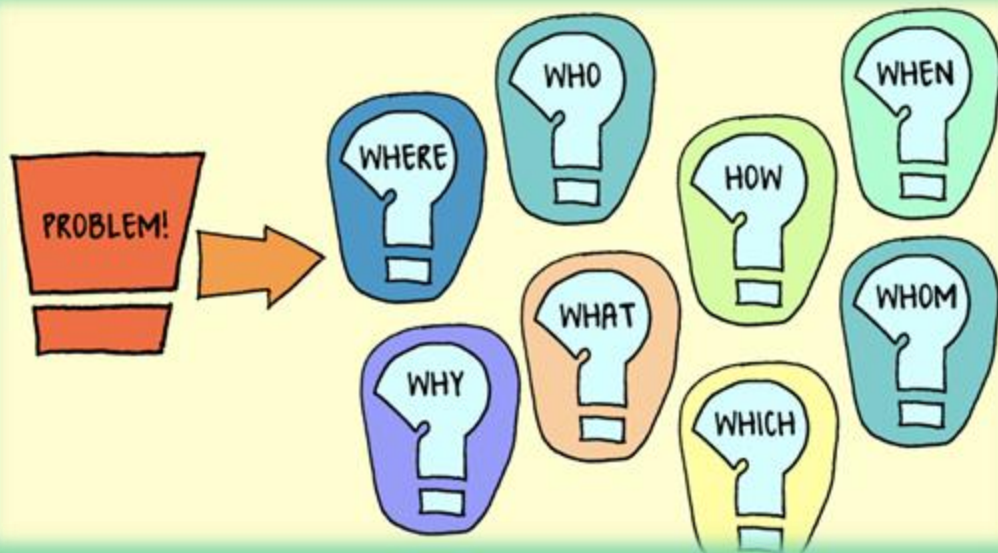
- Broken equipment
- Lack of funding for stationary
- Unsure of how to access resources



**Scenario:** You're looking for a job but aren't hearing back after submitting your CV

**- Challenge:** You contact some of the employers; one says they haven't seen your CV, one says you don't have the right qualifications, and one saw something they didn't like on your Instagram

# How to decide what the best scenario is...



# How to write a case study

## First

Introduce what the problem is

## Second

Explain two methods you would use to solve the problem

## Third

Explain what is good and bad about each method

## Finally

Select the one you would implement and justify your choice



## The Puzzle:

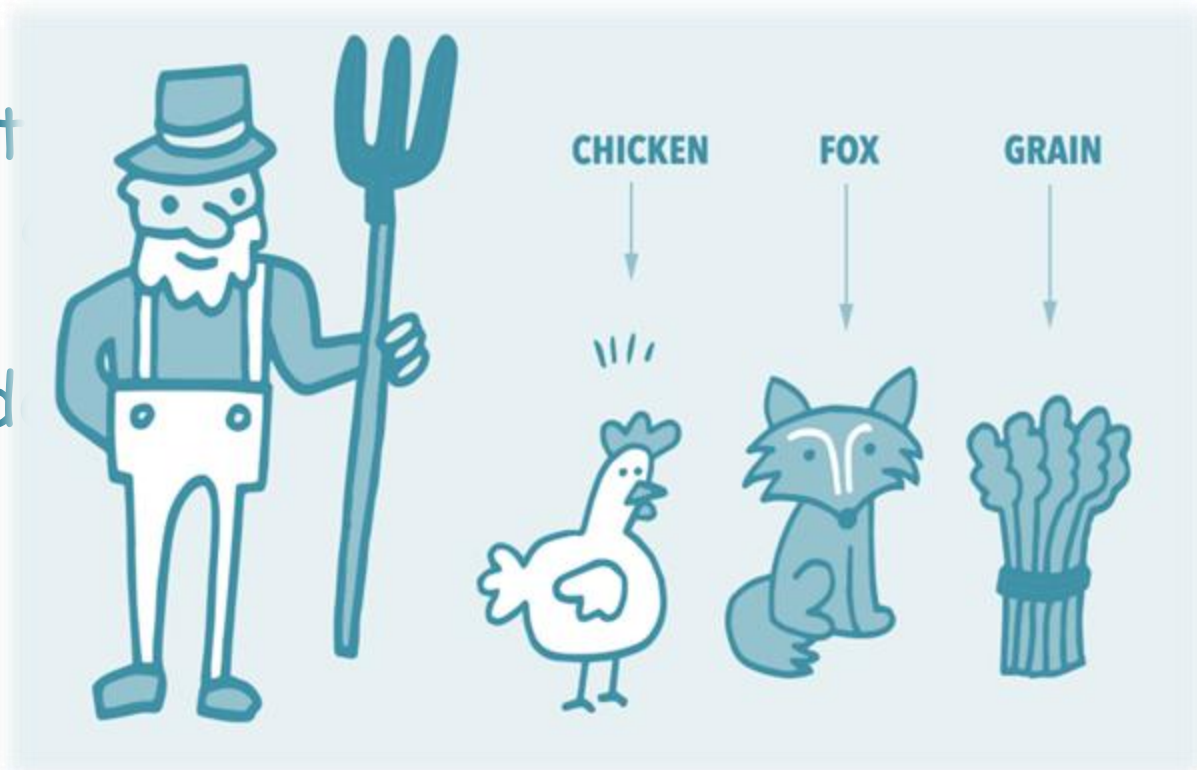
A man has to get a fox, a chicken, and a sack of corn across a river.

He has a rowboat, and it can only carry him and one other thing.

If the fox and the chicken are left together, the fox will eat the chicken.

If the chicken and the grain are left together, the chicken will eat the grain.

How does the man do it?



## The Solution:

The man and the chicken cross the river, (the fox and corn are safe together), he leaves the chicken on the other side and goes back across.

The man then takes the fox across the river, and since he can't leave the fox and chicken together, he brings the chicken back.

Again, since the chicken and corn can't be left together, he leaves the chicken and he takes the corn across and leaves it with the fox.

He then returns to pick up the chicken and heads across the river one last time.