

Team Problem Solving with Fabulous Facilitation

A practical, hands-on guide to solving problems *and* leading the team through the process

Are you ready to become a confident, structured, and influential problem solver? Whether you're tackling everyday workplace challenges, improving team collaboration, or looking for a smarter way to analyse problems and drive solutions, this course gives you everything you need — in one practical, interactive package.

What is this course about?

This self-paced, engaging course blends **structured problem-solving techniques** with **powerful facilitation skills** — because solving problems successfully requires both *process* and *people*.

You'll learn how to identify, analyse, and resolve problems effectively... **while also leading conversations, guiding teams, and managing the human dynamics of change.** It's practical, grounded, and designed for real-world use — not textbook theory.

Who is this course for?

This course is ideal if you:

- Are new to structured problem-solving and want a simple, hands-on approach.
- Are a leader, supervisor, or professional who needs to guide or support problem-solving initiatives.
- Facilitate conversations and workshops but struggle with engagement, structure, or group dynamics.
- Want practical tools to keep problem-solving sessions focused, productive, and energised.
- Find resistance to change slowing your progress — and want ways to overcome it.

What can you expect?

- Clear, structured modules that break the problem-solving process into simple, manageable steps.
- Practical facilitation tools to help you run smoother, more engaging sessions — even with challenging teams.
Real examples and relatable scenarios to connect every concept to your daily work.
- Short, interactive activities, reflections, and quizzes to help your learning stick.
- Bite-sized lessons designed to fit neatly into your schedule.

How long will it take?

The full course takes roughly **12 hours** to complete.

We recommend spreading your learning over a few weeks — giving you time to practise, test, and apply tools in your real work environment for maximum impact.

Course Highlights

- **Getting on Board** – Build the foundation: what problem-solving is and how to approach challenges confidently.
- **Recognising Problems & Opportunities** – Identify and capture the issues that matter.
- **Defining the Problem Clearly** – Learn how to avoid “solution jumping” by clarifying the real problem first.
- **Understanding the Current Situation** – Explore root causes and uncover what’s really happening beneath the surface.
- **Fabulous Facilitation** – Strengthen communication, teamwork, and facilitation techniques that keep sessions productive and energised.
- **Leading Problem-Solving Teams** – Learn how to navigate different personalities, team dynamics, and working styles.
- **Change Management with the LITE Framework** – Guide people through transition with a structured, human-centred approach.
- **Analysing, Developing & Testing Solutions** – Turn insight into action with practical, tested solutions.
- **Finalising & Sustaining Change** – Learn how to embed improvements for long-term success.

How will you apply your learning?

Throughout the course, you'll complete:

- ✓ hands-on activities
- ✓ reflection exercises
- ✓ knowledge checks
- ✓ real-world application tasks

These build your confidence step by step — ensuring you can immediately use what you've learned to solve problems, lead discussions, and guide teams more effectively.

Your Next Step

Ready to elevate the way you solve problems and facilitate impactful conversations? Jump into the first module — and start your journey to becoming a confident, capable problem-solving facilitator.

You will receive a sign-up link from Beeline once you've registered.

When it arrives, simply click **Login**, set your password, and you're ready to begin.