8-Step Problem Solving Workshop

Location: University of Tennessee, Knoxville  
or at your location

Duration: 2 Days  
Dates: Flexible

Tuition: Please contact us for government prices  
Website: [http://AandDPortfolio.utk.edu](http://AandDPortfolio.utk.edu)

WHO SHOULD ATTEND:
This course is valuable to personnel at any level within your organization.

PROGRAM OVERVIEW
The workshop consists of a combination of lecture material, discussion, and breakout sessions to replicate actual problem solving. Classroom content is focused on a customized case that is woven throughout the two days. Class participants will present their findings from their 8-Step problem solving efforts, derived from the progressive case-study format.

KEY PARTICIPANT BENEFITS
- Learn how to utilize the 8-Step Problem Solving methodology in conjunction with strategic planning tools to solve problems
- Utilize a structured critical thinking model to address problems
- Attain lasting results by using sustainment tools
- Learn to set clear objectives and metrics
- Gain in-depth knowledge to identify and resolve root causes instead of symptoms
- Focus resources on the most critical areas
- Discover how to create a culture of logical problem solving within the organization

FACULTY
- **James Cody, MBA** – Director, University of Tennessee Aerospace/Defense Executive Programs. James has worked in strategic planning across “total force” needs of the Department of Defense and has significant experience working with the aerospace and defense industry. James is a retired U.S. Air Force Colonel with 25 years of service.
- **Chuck Parke, MBA**—Lecturer, Graduate and Executive Education. Chuck has an extensive background in the manufacturing industry and has held senior positions with several major companies. Chuck brings that industry experience to bear in many of our leadership and aerospace and defense courses.

FACILITIES
This course is offered as a custom course on the UT campus or at your preferred location.

COMPANION COURSES
- Continuous Process Improvement Deployment and Sustainment
- Strategy Alignment and Deployment
- Lean Applied to Business Processes
- Senior Leader Course (06/GS-15/CMSgt & SGM)
- Disciplines of Speed

CONTACT
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