

Summary Document
Module 1: Problem Solving Skills
Session 2: Understanding the Problems

In this session, you understood the meaning of a problem and a solution and the importance of problem-solving and learnt about the different types of problems.

Segment 1: Introduction to Problem-Solving

In this segment, you learnt that a problem is a situation that prevents something from being achieved. On the other hand, a solution is a means of solving a problem.

You also learnt that problem-solving plays an important role in human evolution, revolutions, new inventions and the development of new industries and is the basis for market-based economies.

Segment 2: Types of Problems in Business and Their Advantages

In this segment, you learnt about the advantages of problem-solving. They are as follows:

- Identify a suitable course of action to solve a problem
- Proactively address risks and foresee potential pitfalls
- Seize opportunities disguised as challenges
- Improve personal as well as professional performance
- Advance your career since firms prefer people with solution-oriented thinking

Next, with the help of the book *Problem-Solving: The Owner's Manual* by Pierce Howard, you learnt that the different types of problems are as follows:

1. Problems with unknown causes: In this type of problem, it is important to find out the cause of the problem.
2. Problems with irrelevant causes: Here, it is important to generate ideas and solutions.
3. Problems with known solutions but uncertain outcomes: In this type, it is important to identify a solution that is most beneficial or has the highest payoff.
4. Problems with known solutions but certain outcomes: In this type of problem, it is crucial to weigh the pros and cons before arriving at a decision.

Finally, you learnt about the different types of business problems in the digital age, which are given below:

1. Increasing the profitability of the business
2. Challenges of growth

3. Efficiency of the value chain
4. Improving customer experience
5. Conducting mergers and acquisitions

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