



# Problem Solving for TMs

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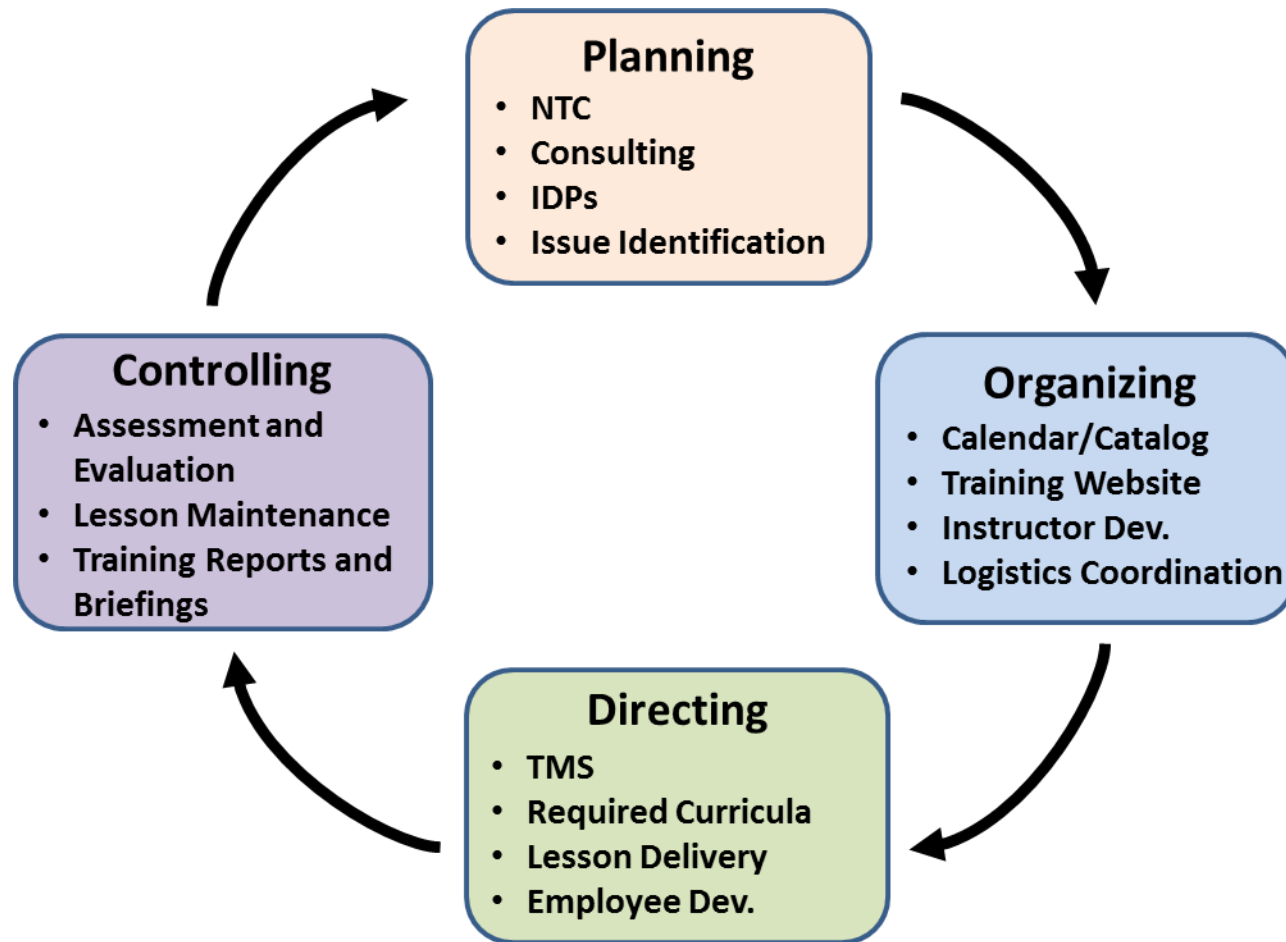


# Network Card Activity

<b>1</b> Your role	<b>2</b> People who help you	<b>3</b> People you help	<b>4</b> Top performers	<b>5</b> Your customers	<b>6</b> Accomplishments
<b>7</b> Your tasks	<b>8</b> Your tools	<b>9</b> Your support	<b>10</b> Your barriers	<b>11</b> TM success factors	<b>12</b> Your talents and skills

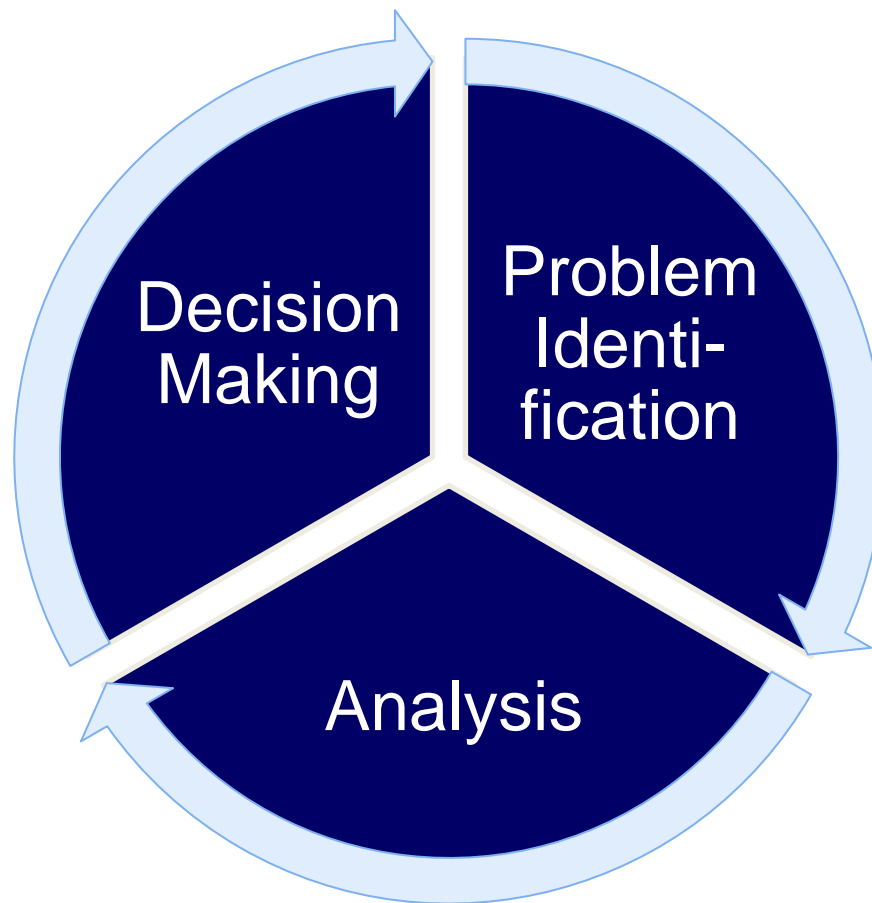


# VBA Training Management





# Systematic Problem Solving Integrates Three Processes





# Problem Solving

## A systematic process to problem solving

### Problem Identification

1. Define the problem as a behavioral gap
2. Generate an initial set of best-guess causes and solutions
3. Prioritize the best-guess solutions

### Analysis

4. Confirm or refute the best-guess solutions
5. Turn the solution(s) into recommendations
6. Determine who decides whether to implement the recommendations

### Decision Making

7. Pitch the recommendation
8. Obtain the decision
9. Communicate/enact the decision
10. Evaluate the decision and adjust (as needed) based on new information



# Framework for Training

TMs should be prepared to brief their management on how well training is assigned, delivered and managed. The following four areas can be used to determine if training efforts are effectively applied to the organization:

1. Management - *Planning, requirement forecasting; student needs*
2. Integration - *Overall employee development; multipurpose training tools*
3. Curriculum - *Requirements determination; analysis; focus on learning*
4. Evaluation - *Measured results; data-driven decisions; training impacts*



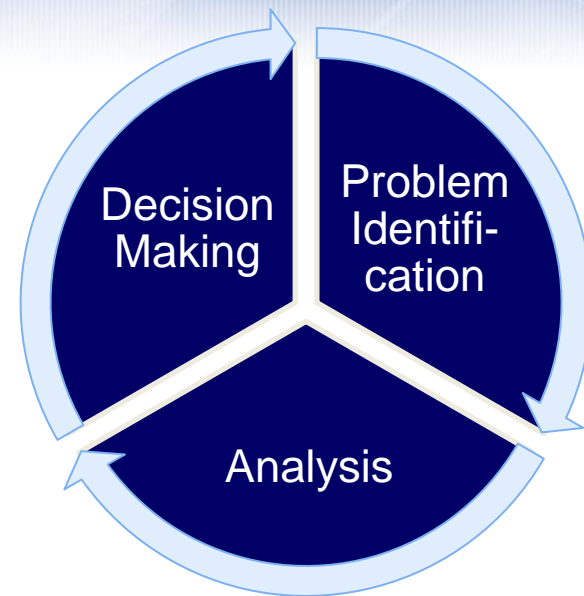


# Some Information Sources

- Student Response Data
- Skill Certification
- Consistency Studies
- Comparisons using Charts
- OIG and GAO reports
- Post-training surveys

# Summary

- Systematic process for problem solving
- Various information sources:
  - Student Response Data
  - Skill Certification
  - Consistency Studies
  - Comparisons using Charts
  - OIG and GAO reports
  - Post-training surveys







# Questions?