Taking Action to Solve Problems

Program Highlights:
Organizations can’t just maintain status quo in today’s competitive marketplace. They need to be vigilant about improving product and service quality to meet or exceed customer needs. The Taking Action® program is a flexible, consolidated way to introduce continuous improvement and provide people with the tools to guide them through the process.

Certification:
DDI Continuing Education (CEU’s)
HRCI recertification points for PHR, SPHR, & GPHR

Next Steps:
Related Courses:
- Influencing Others (for workforce)
- Influential Leadership (for leaders)
- Partnerships for Improvement® (highly recommended introductory course)

Reaching Agreement
Taking Action® Handbook (highly recommended post-training tool)

Benefits:
Helps associates:
- Identify opportunities for improvements that will have an impact on customers.
- Pinpoint areas of frustration in their jobs and take steps toward eliminating them.
- Gain the support of internal partners to successfully implement the improvement.
- Select the best solution to eliminate problems, not just fix symptoms.
- Generate creative ideas and break from “that's the way it's always done” thinking.
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<tr>
<th>UNIT</th>
<th>DESCRIPTION</th>
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<tr>
<td>UNIT 1: Assess the Situation</td>
<td>• Learners examine chronic problems, identify customer requirement, and seek improvements with process maps.</td>
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<td>UNIT 2: Causes</td>
<td>• Learners see how and why to distinguish between causes and symptoms. They learn how to avoid common pitfalls and how to use cause-and-effect diagramming and Pareto charts to identify possible causes and select ones to eliminate.</td>
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<td>UNIT 3: Target Solutions and Ideas</td>
<td>• Learners write problem statements and learn creativity strategies to generate solutions that they apply to a case study. They use a solution/impact diagram to analyze effects of possible solutions for an on-the-job problem.</td>
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<td>UNIT 4: Implement</td>
<td>• Emphasizing the “Plan It” step, learners use tools to ensure companywide support and build action plans. They discuss the value of testing, measuring, and evaluating solutions.</td>
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<td>UNIT 5: ONgoing</td>
<td>• This final phase shows the ongoing nature of continuous improvement. Learners develop plans for an improvement.</td>
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