

A.C.E. It!- How to Solve Tough Workplace Problems

Does your organization recycle the same tired approaches to problems that never seem to go away? Equip your workforce with a proven problem-solving model to tackle poor quality, inefficiency, uneven performance and more. Individuals or teams can solve any problem once and for all when they learn to **A.C.E. It!**

About the Program:

Most people will agree that they spend too much time trying to solve problems that arise during the workday. Although we can't ignore these problems, we can learn how to handle them quickly and effectively when they surface. **A.C.E. It!** will help employees learn how to address and resolve stressful workplace problems by following the three easy steps of the A.C.E. model. This model can be used manager to employee, coworker to coworker, or even on your own if necessary.

After completing the Workshop, participants will be able to:

- Help employees and coworkers solve problems that affect their ability and willingness to do their jobs effectively
- Describe the benefits to individuals and the organization if daily performance problems are resolved effectively
- Apply the steps and techniques of the A.C.E. model to solve tough workplace problems
- Gain the commitment of employees and coworkers to solve problems on their own (rather than expecting "others" to provide solutions)

These processes—when combined with practical wisdom—will help employees build workable solutions and ultimately create a more productive work environment!

The **A.C.E. model** works because it systematically combines objective information with subjective feelings. When solving problems:

- **Asking questions** → will uncover the issues
- **Clarifying goals** → will enhance performance
- **Evaluating options** → will improve decision making

Target Audience: All Employees

Course Length: 1, 3.5 and 6 Hour Options

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