

**Champions**

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**Module 4**  
**Problem Solving**

**Student Guide**

**February 2008**

*Ketter Development Group*

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## Problem Solving

### Objectives

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**Major Module Objective** Upon completion of this module, you will be able to describe how to find the root cause to a problem and create steps to work out a solution.

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**Supporting Module Objectives**

- Define some tools that you can use when problem solving.
  - Define how to define a problem.
  - Describe how asking “why” multiple times is an effective problem-solving tool.
  - Define “probable cause” as a way to getting to the root cause of a problem.
  - Determine various ways of identifying solutions including the Goals Grid and Picturing the Problem.
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