

PLAYLIST

Title	Duration (minutes)	Author	Course Description
• Problem Solving: 01. Introduction to Problem Solving	3	HSI-ej4	Although a “problem solving” series is for those with broken systems, flawed processes or team failures, it is also for you. Unless your team is doing 100% of their job, 100% right, 100% of the time, then you have a problem to solve.
• Problem Solving: 02. Define the Problem	5	HSI-ej4	You can’t solve a problem without first knowing what your problem is. That’s why the first step in problem solving is defining the problem.
• Problem Solving: 03. Determine the Root Cause	4	HSI-ej4	Once you know you have a problem, and have documented your symptoms, it’s time to get an idea of how complex your problem really is by determining the root cause.
• Problem Solving: 04. Generate Solutions	4	HSI-ej4	By this time, you know that you have a problem, and you’ve done extensive fact finding to discover the root cause. Now, it’s time to generate solution ideas. Our goal here is to get as many possible solutions ideas, from as many varying perspectives, as possible. Notice that the goal here is NOT to choose a solution. That’s our next step. We are simply gathering ideas during this phase.
• Problem Solving: 05. Evaluate and Select Solutions	3	HSI-ej4	Now that you have a list of solutions, it’s time to narrow down those solutions to the one that you will implement. In order to do that, we must determine the solution that is most effective to solve the specific problem you are focusing on.
• Problem Solving: 06. Implement Solutions	4	HSI-ej4	You have a solution idea. Now, you have to implement that solution. This could be something that is a quick process adjustment. This might mean three years of transition to get new equipment. It might mean a personnel shift. No matter what your solution is, you have to create an action plan. In doing that, you must also determine exactly who needs to be involved and exactly who will be impacted.
• Problem Solving: 07. Monitor the Resolution	4	HSI-ej4	This is our final step in problem solving. By now you have assessed the problem, you’ve chosen your best solution and you have implemented that idea. The last thing you need to do is monitor the resolution.
• Common Sense: Critical Thinking and Common Sense	9	HSI-ej4	The best type of thinking is a holistic approach that uses both common sense and critical thinking. Our common sense comes from our experiences and assumptions. Our critical thinking is done when we look at things objectively. In this course, we’ll take a close look at both types of thinking and how people use them. We’ll discuss how these thought types often challenge each other and how they should be used in tandem.
• Strategic Thinking	7	HSI-ej4	In order to meet their goals, businesses need to plan where they’re going, manage resources, and have a vision for everyone involved. This is strategic thinking, in a nutshell. You can do this with your own goals and career objectives, and simply align them with your company’s goals. In this course, we’ll go over how to do exactly that. We’ll discuss the five steps of strategic thinking and how to develop a strategic-thinking approach.
• Thinking Fast and Thinking Slow	8	HSI-ej4	In this course, explore the dual systems of human thinking, based on Daniel Kahneman’s groundbreaking research. Learn to recognize cognitive biases, manage stress, foster creativity, and enhance critical thinking skills. Discover strategies to navigate complex thought processes to make more informed, rational decisions.
• Decision Making Basics: Facts vs. Opinions	7	HSI-ej4	In this program, we’ll talk about the difference between the two, and go over the various types of facts and opinions. We’ll discuss how to use both in your decision making, and teach you how to test yourself, so you know that what you’re basing your decision on is factual.
• Decision Making Basics: Gathering Information	7	HSI-ej4	In this course, we’ll talk about how to properly gather information to make good, informed decisions. We’ll go over the difference between data and knowledge, the various sources of data, and how to know when to stop gathering it.
• Decision Making Basics: Understanding Motivation	6	HSI-ej4	In this course, we’ll look at what truly drives people by discussing two types of motivation. We’ll also walk viewers through hidden motivators, also known as cognitive biases, which tend to run in the background, yet still greatly impact decision making.