

# PDW ON PROBLEM-SOLVING APPROACHES

31<sup>st</sup> MAY, 2022

Gitarattan International Business School under Institute Innovation & Entrepreneurship Cell (IIC) organized a Personality Development Workshop on 31 May, 2022 for the second semester students of MBA and MBA (International Business). The theme of the workshop was “Problem-Solving Approaches”. The workshop aimed at helping students comprehend the techniques and strategies for addressing problems that may emerge in their personal and professional life. The resource person for the workshop was Dr. Pallavi Prakash, Founder - Knowledge Seed Learning Center (KSLC) & Pallavi Prakash International (PPI), Author, International Motivational Speaker, Clinical Psychologist, Filmmaker & TV Panelist.



Dr. Pallavi began the workshop by challenging the students to think of one personality attribute related to their initials. She then encouraged students to strive to incorporate those characteristics into their daily routines. Dr. Pallavi listed the four technical procedures that should be used in any situation to identify the problem and find the best solution. The approaches mentioned were: The 5 Why technique, So-What analysis approach, the Cause and Effect analysis technique and the Root Cause Analysis. She also explained an eight-step technique for resolving any type of problem. The eight steps were: Define the real problem, solve the root cause of the problem, use hypothesis, get the facts right, keep the solution simple, avoid reinventing the wheel unless absolutely required, gain early momentum and define timeout techniques. She separated the students into groups for role play and assigned them management problems to tackle. Each group was asked to come up with the best feasible solution. Following this activity, the speaker summed up the three scenarios enacted by the student groups and the solutions proposed by them.

The interactive workshop concluded with a vote of gratitude by Ms. Manbir Kaur, GIBS student.

**Prepared by: Dr. Sneha Chaudhry, Assistant Professor, GIBS**