

## S203: Plan how to solve business problems

**Overview:** Identify business problems and plan how to solve them.

**Links:** All categories

**Specific skills:**

- Communicating
- Problem-solving
- Decision-making
- Working with others
- Organising
- Planning

### Performance Indicators

1. Recognise when a business problem exists
2. Confirm the business problem is understood
3. Discuss the business problem with others
4. Agree an approach to solving the business problem
5. Plan the agreed approach to solving the business problem
6. Decide how to recognise when the business problem has been solved
7. Agree the plan with the appropriate authority
8. Put the plan into action
9. Use support and feedback from others when appropriate
10. Check progress towards solving the business problem, adjusting the plan as necessary
11. Review the approach to solving the business problem, identifying other approaches which may have been more productive

### Knowledge & Understanding

- A. How to recognise when a business problem exists
- B. How to identify the potential causes of a business problem
- C. Problem-solving techniques
- D. Planning techniques
- E. Reasons for using support and feedback from others
- F. The value of checking progress and adjusting plans as necessary
- G. How to recognise when the business problem has been solved
- H. How to review the approach to solving the business problem