Solving Problems Training

BİLGİNÇ IT Academy
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Duration: **2 Day**

Overview

Effective problem solving is one of the most important factors in delivering excellent customer experiences. For customer service, technical support, helpdesk, and customer-facing teams, the ability to diagnose and resolve issues efficiently directly impacts customer satisfaction and loyalty.

Solving Problems training is a comprehensive customer experience and problem-solving program designed to help professionals analyze customer issues, identify root causes, and develop effective solutions.

The program helps participants:

- Analyze problems more effectively
- Identify root causes accurately
- Develop practical solution options
- Improve customer satisfaction
- Manage problem-solving processes more systematically

The training combines modern CX methodologies with structured problem-solving frameworks.

The Solving Problems Approach

The SP framework focuses on solving the real cause of customer issues rather than only treating surface-level symptoms.

The methodology helps participants:

- Define problems accurately
- Diagnose root causes
- Explore alternative solutions
- Agree on the best solution
- Learn from each situation

This approach creates more sustainable and long-term problem resolution outcomes.

The program is based on more than 20 years of customer experience research and field application.

The iDEAL Problem-Solving Framework

At the center of the training is the structured iDEAL framework.

The iDEAL Process

- **Identify** → Define the issue
- **Diagnose** → Analyze root causes
- **Explore** → Develop solution options
- **Agree** → Select the best solution
- **Learn** → Review and improve

This model enables teams to resolve customer issues more consistently and efficiently.

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Solving Problems training helps organizations resolve customer issues more effectively while improving customer experience and operational performance.

With this training, companies can:

- Increase customer satisfaction
- Resolve problems faster and more accurately
- Strengthen customer relationships
- Improve operational efficiency
- Reduce customer effort
- Build long-term customer loyalty

In customer-focused industries, strong problem-solving capabilities create a major competitive advantage and help organizations deliver a more consistent and differentiated customer experience.

Who Should Attend

This program is ideal for:

- Customer service teams
- Technical support professionals
- Helpdesk specialists
- Customer Success teams
- Call center employees
- Customer-facing professionals

It is suitable for both B2B and B2C customer service environments.

What You Will Learn

Solving Problems training helps organizations improve customer experience and operational efficiency.

Key Benefits

- Higher NPS scores
- Improved CSAT performance
- Faster problem resolution
- Reduced customer effort
- Increased customer loyalty
- More effective teamwork

Participants also improve analytical thinking and confidence.

Outline

1. Defining Problems Clearly

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Successful problem solving starts with understanding the issue correctly.

This section includes:

- Problem framing techniques
- Situation analysis
- Understanding customer needs
- Structured questioning methods

2. Root Cause Analysis

The visible issue is often not the real problem.

Participants improve their ability to:

- Conduct root cause analysis
- Understand cause-and-effect relationships
- Diagnose problems effectively
- Apply analytical thinking skills

3. Developing Effective Solutions

The program focuses on creative and practical solution development.

Topics include:

- Alternative solution generation
- Lateral thinking techniques
- Problem-solving strategies
- Decision-making methods

4. Collaborative Customer Problem Solving

Modern customer experience strategies emphasize collaboration.

This section covers:

- Collaborative problem solving
- Evaluating solution options
- Managing customer expectations
- Trust-based communication

5. Reducing Customer Effort

Reducing friction during issue resolution is essential for positive customer experiences.

Participants learn how to:

- Minimize customer effort
- Remove process barriers
- Accelerate resolution speed
- Improve communication efficiency

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6. Learning and Continuous Improvement

Every customer issue creates an opportunity for learning and improvement.

This module includes:

- Process evaluation
- Identifying improvement areas
- Continuous improvement strategies
- Building a problem-solving culture