# Solving Problems Training

BİLGİNÇ IT Academy
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Duration: **2 Day**

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.

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

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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.

## Training Outline

### 1. Defining Problems Clearly

Successful problem solving starts with understanding the issue correctly.

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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

## 6. Learning and Continuous Improvement

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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