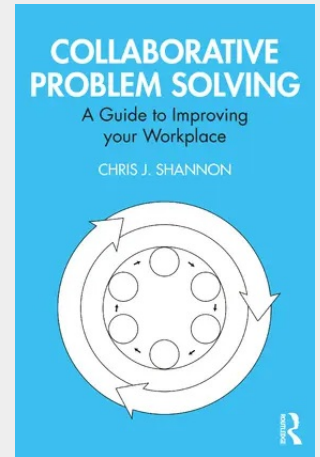


Shannon

Collaborative Problem Solving

A Guide to Improving your Workplace

Drawing on knowledge from process improvement, organisation theory, human resource management, change management, occupational health and safety, and other fields, the book is a practical, easy-to-read guide to problem solving. Illustrated with a series of short case studies, this book provides an integrated approach to problem solving in the workplace. Collaborative Problem Solving walks through the steps in the problem solving process, introducing dozens of tools, techniques, and concepts to use throughout. Chris J. Shannon describes the behaviours to practice which are most conducive to creating a positive problem solving culture based on curiosity, collaboration, and evidence-based thinking. This book explains why successful problem solving is a collaborative process and provides tools and techniques for responding to other people's behaviour when designing and implementing solutions. Offering practical advice on problem solving in an easy-to-understand way, this book is aimed at people working in office environments, service industries, and knowledge organisations, enabling them to feel confident in applying the knowledge from the book in their own workplace.



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