

Practical Problem Solving & Decision Making **8 Hrs**

This interactive training equips participants with the essential problem-solving and decision-making skills needed to be effective on the production floor. Attendees will learn structured approaches to identify root causes, evaluate options, and make confident, data-informed decisions that improve operations. The class emphasizes real-world applications, teamwork, and proactive thinking to prevent recurring issues and improve outcomes.

Course Topics Include:

- Step-by-step problem-solving using tools like 5 Whys and Fishbone Diagrams
- Making sound decisions under pressure using a structured approach
- Distinguishing between symptoms and root causes
- Engaging teams in solving problems collaboratively
- Prioritizing and implementing solutions with follow-up accountability

ETI Instructor Alberto Levine is originally from Mexico City. He has over 25 years of experience working and leading various small and medium-sized businesses across a multitude of industries. He holds a Six Sigma Black Belt (SSBB) certification and holds a Master of Business Administration (MBA) as well as a Master of Industrial Engineering. Over the hundreds of courses he has led, he has developed an energetic and passionate teaching style that creates effective, valuable, and fun classes.

Employment Training Panel (ETP) Cost: \$100.00 per employee*

Non-ETP COST: \$290.00

WHEN:

Tuesdays
July 7, 2026 AND July 14, 2026
5:00 pm – 9:00 pm

WHERE:

College of the Canyons - Room TBA
26455 Rockwell Canyon Road
Santa Clarita

For more information or to register, please contact:

Jocey Hogan, ETI Program Coordinator at 661.362.5657 or jocey.hogan@canyons.edu

*For employees of eligible employers. Employees are not considered registered until all paperwork is received, a \$100 administration fee, per participant, has been paid to the Santa Clarita Community College District and the Employment Training Panel has determined eligibility. State subsidy is contingent upon the trainee completing all the Employment Training panel requirements. Please contact the Employee Training Institute, 661.362.5657, for details on eligibility requirements.