Good morning, everyone. Thank you for joining us today for this technical workshop focused on problem-solving. Our objective is to equip you with practical tools and techniques to address and overcome challenges effectively.

We'll begin with identifying common problems in our field and analyzing the root causes. This helps in understanding the issues deeply before jumping to solutions.

Next, we'll explore critical thinking frameworks and methodologies like the 5 Whys and Fishbone Diagrams. These will aid us in systematically approaching problems.

We'll also have interactive sessions where you'll work in groups to solve case studies. This collaborative environment will enhance your problem-solving skills by encouraging diverse perspectives and innovative thinking.

Remember, the key to solving any problem is to stay curious, open-minded, and persistent. Let's dive in and turn those challenges into opportunities for growth and improvement. Thank you!