BM-PSDM

PROBLEM SOLVING AND DECISION MAKING

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
2 Days	Intermediate	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do; some people are very uncomfortable with having to make decisions.

You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work.

This two-day workshop will teach participants how to:

- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes

AUDIENCE PROFILE

This course is intended for anyone who struggles with decision-making whether its business related or personal. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this two-day workshop is all about.

PREREQUISITES

There are no prerequisites for this course as it is for anyone who could do with techniques to help with problem solving and decision making. A good understanding of English will count in your favour.

COURSE OBJECTIVES

- Problem-solving definitions
- Making decisions
- Problem solving model and toolkit
- Getting into It
- SWOT Analysis
- Making good group decisions
- Analyzing and selecting solutions
- Planning and organizing
- Many hands-on case studies and exercises

COURSE CONTENT

Lesson 1: Course Overview
- Learning Objectives

Lesson 2: Problem-Solving Definitions
- Exploring what Problem-Solving and Decision-Making Means
- Eight Essentials to Defining a Problem

Lesson 3: Making Decisions
- Learn about Different Types of Decisions, the Difference Between Facts and Information
- Common Decision-Making Traps

Lesson 4: Problem-Solving Model & Toolkit
- Learning about a Three-Phase Model That They Can Apply to Most Problems.
- Seven Basic Problem-Solving Tools and Two Advanced Tools (the degrees of support and fishbone analysis)

Lesson 5: Getting Into it
- Participants Will Review Their Pre-Assignment.
- This Will Help Them Evaluate How They Currently Solve Problems

Lesson 6: SWOT Analysis
- Show Participants How to Use SWOT Analysis in Their Organization
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Lesson 7: Making Good Group Decisions
- Learn About Some Things That Are Essential for Team Problem Solving

Lesson 8: Analysing & Selecting Solutions
- The Second Phase of the Problem-Solving Model: Making a Decision

Lesson 9: Planning & Organizing
- Learn How to Complete the Third Phase of the Problem-Solving Model. Topics include Planning and Organizing a Solution, completing a Follow-up Analysis, Evaluating Results, Adapting With Change, and Celebrating Success

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.