



## Problem Solving and Decision Making



### Overview

From strategic direction through to selecting stationery, business is essentially about making decisions. This one day course enables participants to learn new ways to approach problem-solving, and develop the tools to generate, evaluate and implement ideas and solve pressing problems.

### Target Group

This course is aimed at managers and senior staff in any organisation who are regularly tasked with decision-making and the responsibility of solving problems within the workplace.

### Objectives

By the end of this course delegates will be able to;

- ✗ Understand the key processes involved in decision making and problem solving
- ✗ Identify techniques to overcome barriers to effective decision making and problem solving
- ✗ Implement practical approaches and strategies to achieve the desired outcome

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ Types of Decisions
- ✗ Decision-Making Traps
- ✗ Facts vs. Information
- ✗ Using your decision time effectively
- ✗ Making Win-Win Decisions
- ✗ Implementing your decision
- ✗ Decision analysis techniques
- ✗ Problem Solving Defined
- ✗ The Problem-Solving Process
- ✗ Thinking and reasoning processes
- ✗ Barriers to sound reasoning
- ✗ Understand problems from multiple perspectives
- ✗ Comparing alternative solutions
- ✗ Considering bias and assumptions
- ✗ Structure, standards, and ethics of critical thinking
- ✗ How to reason effectively and consistently
- ✗ Formulating creative solutions

### Outcomes

Each delegate will receive individual developmental feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.