

PROBLEM SOLVING AND DECISION MAKING SKILLS



Problem solving and decision-making are important skills for business and life. Problem-solving often involves decision-making, and decision-making is especially important for management and leadership. There are processes and techniques to improve decision-making and the quality of decisions. Decision-making is more natural to certain personalities, so these people should focus more on improving the quality of their decisions. People that are less natural decision-makers are often able to make quality assessments, but then need to be more decisive in acting upon the assessments

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☒ Understand the systematic problem solving and decision making tools
- ☒ Identify the nature of a problem and potential root causes
- ☒ Analyze problems from different angles
- ☒ Analyze potential root causes and solutions
- ☒ Filter, merge and prioritize potential solutions
- ☒ Use creative thinking to develop alternatives
- ☒ Develop and sell potential solutions to influence decision

■ Course Structure

Problem Solving and Decision Making Skills is spent approximately 16 hours, OR is offered a 2-day period. The course is based on a participatory, active learning approach, group discussions. An Action Guide for Financial Management Skills, by Mr. Buoy Borin. Participants will receive a Certificate of Participation upon successful completion of the course. The maximum number of participants is 20.

■ Course Outline

Module 1: Introduction to the Problem

Module 2: Identifying the Problem

Module 3: Analyzing the Problem

Module 4: Generating alternative solution

Module 5: Determining the Solution (Decision Making)

Module 6: Implementing the solution

Module 7: Reviewing the solution

Module 8: Action Learning Session (Problem Solving)

■ Who Should Attend?

This essential training is specially designed for the Project-Program Manager, Assistant Manager, Education Managers/Managers, and all staff working within a challenging environment.