

Gearing You For Growth

Bursaries | Business Skills | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Problem Solving and Decision Making

Course Overview

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. Delegates 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.

Likewise, we have probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That is what this two-day workshop is all about.

Course Objectives

This two-day workshop will help delegates find ways of achieving those tasks, including:

- Apply problem solving steps and tools.
- Analyse 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.

Target Audience

This workshop is for managers, supervisors or anyone a decision-making role.

Prerequisite

There are no prerequisites for this course.



Duration

- 2 Days

Course Outline

Definitions

To begin, delegates will explore what problem solving and decision-making means. They will also learn the eight essentials to defining a problem and apply these concepts to a simple case study.

Making Decisions

Next, delegates will learn about different types of decisions, the difference between facts and information, and common decision-making traps.

Getting Real

Next, delegates will review their pre-assignment. This will help them evaluate how they currently solve problems.

The Problem-Solving Model

During this session, delegates will learn about a three-phase model that they can apply to most problems. They will also have an opportunity to apply the model to two case studies.

The Problem-Solving Toolkit

This session will look at seven basic problem-solving tools and two advanced tools (the degrees of support and fishbone analysis). Creative thinking methods, including brainstorming and brainwriting, will also be discussed.

Swotting Up

Solving business problems can be a bit different than everyday dilemmas, so this session will show delegates how to use SWOT analysis in their organization.

Making Good Group Decisions

Next, delegates will learn about some things that are essential for team problem solving.

Analysing and Selecting Solutions

This session will look at the second phase of the problem-solving model and making a decision.

Planning and Organizing

To wrap the course up, delegates will learn how to complete the third phase of the problem-solving model. Topics will include planning, organizing a solution, completing a follow-up analysis, evaluating results, adapting with change, and celebrating success.

Workshop Wrap-Up

At the end of the course, delegates will have an opportunity to ask questions and fill out an action plan.