

Effective Decision Making and Problem Solving

In problem-solving, you identify and evaluate solution paths; in decision making, you make a similar discovery and evaluation of alternatives. In this course, participants will develop their skills in Problem solving.

Effective Decision Making and Problem Solving training course include skill development exercises in learning to apply problem-solving steps and tools, analyzing information to clearly describe problems, thinking creatively, being a contributing member of a problem-solving team, selecting the best approach for making decisions, creating a plan for implementing, evaluating, and following up on decisions, and to avoid joint decision making mistakes.



Objectives

- Define what a problem is and the different types of problems
- Recognize the importance of dealing with the cause of a problem
- Identify barriers to solving problems and how to overcome them
- Learn techniques that will help you to understand the cause of the problem
- Practice brainstorming techniques and using mind maps
- Understand the framework of concurrent ideation techniques
- Realize why you shouldn't blindly rely on intuition when making a decision
- Know how to work with team-based or group decisions
- Learn how to overcome paralysis by analysis while making a decision
- Implement a solution and know how to track and monitor its application



Who should attend

Effective Decision Making and Problem-Solving training course is ideal for:

Supervisors

New and experienced Business Executives

Senior and Middle Managers

Project managers

HR Managers

All professionals involved in problem-solving and decision making

Individuals want to become decisions makers



Day 1

Introduction to Creativity

- The process of creativity, Creativity vs Innovation
- Is creativity in problem-solving always necessary?
- Principles of creative problem-solving
- Divergent thinking, Convergent thinking
- Frameworks for creative problem-solving



Day 2

Exploring and Defining Problems

- Understanding the cause
- How to be sure if this problem is real
- Root cause analysis
- Kepner-Tregoe process
- Pareto analysis
- Understanding systems



Day 3

Convergent Ideation Techniques

- Pair & Share Technique
- How-How Diagrams
- PPCO Framework, ALU Framework
- Solution Analysis
- Viewing solutions in multiple ways



Day 4

Making a Decision

- Styles of decision-making
- How to deal with the ambiguity of outcomes
- Applying tools and techniques for evaluating solutions
- The Sunk Cost paradox
- Golden rules of decision-making
- Finalize decisions with the Decision Matrix



Day 5

Implementing the Solution

- Considering implementation in advance
- Planning and delegation
- Problem solved? – Tracking and evaluation
- Develop and review follow-up contingency actions
- Formulate an after-the-action review process
- Applying a risk assessment in decision-making