

PROBLEM SOLVING AND DECISION MAKING SKILLS

Key focus

1. Resolve problems more effectively
2. Make wiser decisions which contribute to greater productivity
3. Overcome decision making biases and errors for increased managerial professionalism

Who will benefit

This program has been specially designed for senior managers, senior executives, managers, supervisors, and maybe anyone who has to make decisions on a day-to-day basis.

Take The Next Step

Day one

1. Overview of Problem Solving and Decision Making

- ▶ Definition
- ▶ Problem statement

0900-1030

Morning tea break

1030-1045

2. Identify the Steps in Problem Solving

- ▶ Describe the purpose of each step in problem solving
- ▶ Explain the actions to be taken in each step
- ▶ Apply techniques for promoting creativity in problem solving for use with both individuals and groups

1045-1300

3. . Problem Analysis

- ▶ Framing a problem
- ▶ Determining who to involve in problem solving

Lunch

1300-1400

- ▶ Gathering information
- ▶ Analyzing data
- ▶ Determining root cause

1400-1530

4. Generating Solutions

- ▶ Developing potential solutions
- ▶ Creative thinking
- ▶ Analyzing, evaluating and selecting solutions

Afternoon tea break

1530-1545

- ▶ Individual techniques for generating solutions
- ▶ The decision-making process
- ▶ Creating implementation plans

1545-1700

Take The Next Step

Day two

5. . Evaluating results

- ▶ Assessing results
- ▶ Communicating results

Morning tea break

6. Decision Making Tools

Learn how to use these tools for maximum impact–

- ▶ Bugs list
- ▶ Force Field Analysis
- ▶ Affinity diagram
- ▶ Consequence Table
- ▶ Criteria Matrix
- ▶ Priority Matrix
- ▶ The Comparing Technique
- ▶ Option Prioritizing Matrix

Lunch

7. The Manager as Decision Maker

- ▶ Decision in the management functions
- ▶ Types of problem solving
- ▶ Decision-making styles

Afternoon tea break

8. Decision-Making Biases and Errors

0900-1030

1030-1045

1045-1300

1300-1400

1400-1530

1530-1545

1545-1700

Take The Next Step