Problem Solving and Decision Making

For all employees | 1 day

Participants will be able to clearly identify and define a problem, and investigate its apparent causes. They will be able to apply suitable techniques for both exploring possible solutions and narrowing alternatives until an appropriate solution is found. They will have identified their own typical approach to problem-solving/decision-making, and developed a relevant action plan.

Objectives

On completion of the training, participants will be able to:

- clearly identify and define a problem
- investigate the components and apparent causes of a problem
- use appropriate creative techniques to explore possible solutions
- use appropriate analytical techniques to narrow alternatives and make a sound decision

Key Content

- Understanding and defining the problem
- Investigating the problem
- Exploring alternative solutions
- Making the decision
- Implementing the decision
- Problem-solving/decision-making self-appraisal
- Techniques to generate ideas and collect information
- Techniques to narrow the alternatives and reach a decision
- Skills practice

Comments by Participants

- Very useful and highly enjoyable. Don't change a thing.
- A really enjoyable course and highly recommended
- Keep up the good work!
- Highly commend this course
- Found all the methods and techniques learned useful
- Good course - delivered well
- Great!!
- Found the different options available to problem solving and interesting techniques most useful
- Agree strongly that course met its and my objectives