

Decision-Making and Problem-Solving

COURSE DURATION:

Four days

COURSE INTRODUCTION:

Employees are regularly required to attend to issues that require skilful problem-resolution and remedial action. Typical situations requiring these skills include:

- identifying client-needs
- quickly "debugging" problematic situations
- choosing effectively between options
- selecting staff successfully
- implementing new projects and systems
- assessing potential problems that new systems may bring
- selecting suppliers more carefully
- "selling" solutions to others

Clearly, there is an advantage to the organisation that has developed its employees to effectively resolve these situations. It is no co-incidence that nearly all job-grading systems worldwide use problem-solving ability and responsibility as the primary criterion for evaluating the size, worth and pay of a job!

BENEFITS:

Participants on this course will gain insight into the five key skills required by all employees who have to solve problems and make decisions in the course of their work. These skills are:-

- appraising a situation to separate and identify the main issues requiring attention
- identifying the root cause of a problem-situation
- selecting the best option from a range of alternatives
- analysing and addressing the risks involved in a plan
- identifying ways to capitalise on opportunities

The course will teach participants how to develop and apply both their rational and creative thinking abilities. Successful participants will find that the skills gained on this course can be applied in a wide variety of situations, and not only at work!

This course addresses a key career skill required by employees who are keen to progress their careers and fulfil their true potential.

WHO SHOULD ATTEND?

Anyone who is keen to further their personal growth and careers will benefit from this informative and practical course. In particular, employees whose jobs require well-developed skills in problem-solving and decision-making will benefit. This includes:-

- Department Managers
- Supervisors and Foremen

- Project Team Leaders
- Engineers and Technicians
- Buyers
- Accountants
- Planners
- IT personnel
- Consultants

COURSE METHODOLOGY:

This seminar is interactive, allowing for active participation and sharing of experience during sessions. There will be several short lectures and video presentations, followed by case studies and group discussions. A feature of this course will be a special effort to make the training experience practical, and to promote maximum transfer of learning from the classroom to the workplace.

TOPICS TO BE COVERED:

Day 1

1. The modern context of problem-solving and decision-making
2. Identifying personal training needs
3. Creativity and lateral thinking
 - creativity defined
 - convergent vs. divergent thinking
 - left vs. right-brain thinking
 - information overload
 - lateral thinking
 - barriers to creativity
 - stairway to creative solutions
4. Appraising situations
 - separating issues
 - setting priorities
 - choosing a course of action
 - practical case studies and exercises

Day 2

5. Problem-solving
 - three types of incompetent problem-solving behaviour
 - three competent problem-solving behaviours
 - how to identify the "most probable cause" of a problem
 - testing assumptions
 - practical case studies and exercises

Day 3

6. Making decisions
 - testing the purpose of a decision
 - decision-making criteria (decision matrix)
 - distinguishing between “wants” and “musts”
 - evaluating risks
 - stairway to creative decision-making
 - practical case studies and exercises

Day 4

7. Ensuring success
 - defining success
 - examining a plan for risk
 - preventative measures
 - contingency plans
 - adjusting a plan
 - stairway to ensuring success
 - practical case studies and exercises
8. Capitalising on opportunities
 - identifying opportunities
 - identifying gaps
 - how businesses turn problems into opportunities
 - stairway to capitalising on opportunities
 - practical case studies and exercises

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