

Problem Solving & Decision Making

Duration - 2 Days

Introduction - Recognise This Behaviour? Maybe Today - Maybe Not!

You keep putting it off, moving it aside, and reassigning it to the bottom of the pile. It nags you. It bugs you to the point of frustration. You put it off until the last minute, and then have to do it anyway. Stop procrastinating and start doing! Don't put off this opportunity to learn how to overcome your hesitation and make smarter critical decisions

Make an Effective Decision – Begin NOW!

Course Aim

This two day event is designed for anyone who is responsible for:

- ✿ Resolving issues quickly and accurately.
- ✿ Developing innovative solutions to problems.
- ✿ Applying objective judgment to decision making.
- ✿ Monitoring successful implementation of solutions.

The adaptability of this program makes it applicable for a wide range of organizational levels from senior managers wanting to enhance their critical thinking skills to front-line staff who have had little experience with problem solving training.

Learning Objectives

- ✿ You will learn valuable techniques and methodologies to expand your critical thinking ability
- ✿ You will discover techniques to enable you to accurately define a problem
- ✿ So, you will be sure you are working on the problem itself - and not the symptoms
- ✿ You will “Mind the Gap” & the common pitfalls encountered when problem solving
- ✿ Recognise when to consult and involve others in the process
- ✿ Utilise appropriate and useful techniques such as Mind Mapping ©, Brainstorming, Ishikawa Diagrams, Lateral Thinking Techniques, Evaluation Techniques, SWOT analyses
- ✿ Overcome barriers to effective problem solving and utilise group problem solving techniques
- ✿ You will sell credible solutions to stakeholders

Method & Approach

The programme is highly participative and we use a variety of interactive methods, group discussion, group activities, case study, self analysis questionnaires, action

planning and experiential learning to enable participants to practice techniques, increase knowledge and develop new skills

Course Content

- ✿ Gathering Evidence - Heart or Mind Strategy?
- ✿ An understanding of a variety of approaches to effectively collecting information. How your emotions can influence your reactions
- ✿ Understanding Thinking Patterns
- ✿ Do you go towards → or Away from ← Your Goal?
- ✿ The Way We See the Problem
- ✿ Avoiding Positive/Negative Generalization
- ✿ Making Decisions - Your Experience of Yesterday
- ✿ What did you learn then to apply to today or tomorrow?
- ✿ The Decision Making Model
- ✿ Apply the Six Step Approach
- ✿ A Toolkit of Techniques
- ✿ Weighting Criteria,
- ✿ PROVE
- ✿ Brainstorming
- ✿ Mind Mapping
- ✿ New Shoes
- ✿ SWOT
- ✿ Ishikawa Technique
- ✿ Rainbow Textiles Interactive Activity
- ✿ Mind the Gap! - Traps to avoid! The Anchoring Trap, The Status Quo Trap, The Sunk Cost Trap, The Confirming Evidence Trap, The Framing Trap, The recent Event Trap. Lateral Thinking, Reversal, Pareto Analysis, Force Field Analysis, Six Hats
- ✿ Creative and Innovative Decision Making What is a catawompus? How your brain works. Using VHF! Create positive neural pathways. Use multiple intelligences - everyone's a genius!
- ✿ Make an Informed Decision and Sell It!
- ✿ The quickest route to market! - What are the power and influence sources in your organisation?