

Problem Solving and Decision Making



As an individual, facts and knowledge can only go so far. Solving tough problems requires the ability to define the true problem, analyse the possible causes, create options, select the most feasible option, and then implement it.

This **two-day workshop** should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

How You Will Benefit

At the end of the workshop you will be able to:

- Increase your awareness of problem solving steps and problem solving tools
- Distinguish root causes from symptoms to identify the right solution for the right problem
- Improve your problem solving and decision making skills through identifying your own problem solving style
- Identify ways to think creatively and work towards creative solutions
- Recognise the top ten rules of good decision-making

What You Will Cover

- What is problem solving?
- Problem solving styles
- Earthquake! (case study)
- The problem solving model
- Six ways to approach a decision
- The problem solving toolkit including:
 - gradients of agreement,
 - fishbone analysis,
 - lasso,
 - cost/benefit analysis, using criteria, and
 - force field analysis
- Thinking outside the box
- Peerless Data Corp (case study)

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

YES! Enrol me now!

REGISTRATION FORM

Problem Solving and Decision Making

Participant's name:	_____	Position:	_____
Organisation:	_____		
Work Address:	_____		
Phone:	_____	Email:	_____
Credit card type: MasterCard / Visa Only			
Name on card:	_____	Amount:	_____
Credit Card Number	_____	Expiry Date	_____
Signature			

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