Problem Solving and Decision Making

Duration: 1 day

Life is a series of decisions made and problems solved. Everything starts with a problem or with a decision. Although decision-making and problem-solving are very much a part of life, there are still people who find it hard or uncomfortable to make decisions. The primary role of leaders and managers involves solving problems and making decisions,   which means that the skill and ability to do is necessary for their success.

Although creativity plays a role in finding creative solutions, it also helps to have a process that will help you identify options, research them and then put things together in a way that works. Having a process to work through can take the anxiety out of problem-solving and make decision-making easier. That's what this workshop is all about.

Learning outcomes:

After completing this course, you will be able to:

- o   Identify and define the 'real' problem(s)
- o   Apply problem-solving process and tools
- o   Analyse information to clearly describe problems
- o   Identify appropriate solutions
- o   Apply creative thinking tools and techniques in problem-solving
- o   Select the best approach for making decisions
- o   Create a plan for implementing, evaluating, and following up on decisions
- o   Avoid common decision-making mistakes

Topics covered in this course:

Module 1: Introduction to Problem Solving & Decision Making

- ❖ Defining and exploring Problem-Solving & Decision-Making concepts
- ❖ Essentials to defining a problem
- ❖ Different types of decisions

Module 2: The problem-solving and decision-making process applied

- ❖ Overview of the problem-solving process
- ❖ Identifying and analyzing a problem using tools such as the Cause & Effect Analysis, the Drill Down Technique, the problem tree, the fishbone model among others
- ❖ Exploring and applying the various problem-solving and decision-making tools and techniques such as SWOT Analysis, the consequences model, Appreciative Inquiry, The focus model, Action Learning, the Vroom Jago decision model, the OODA Loops model among others and when best to apply these.
- ❖ Identifying the common decision-making traps that people fall into and how to identify and avoid them
- ❖ Creative thinking methods, including brainstorming and brain-writing, will also be discussed.
- ❖ Essentials for team problem solving and decision-making

Module 3: Implementation Plan & Review

- ❖ Planning and organizing a solution
- ❖ Completing a follow-up analysis
- ❖ Evaluating results and adapting with change
- ❖ Celebrating success.

5. Case Study

- ❖ Participants will work through a case study that will help them internalize and apply the concepts learned.