

Problem Solving & Decision Making

Duration: 8 - 16 Hours

For
Management

Course Description:

Successful organizations recognize that organization-wide critical thinking and creative solutions to problems can significantly drive overall business success. This course provides a model and framework for a clear and consistent problem-solving and decision-making process. Participants apply this model and are introduced to multiple strategies, tools, and techniques to add to their problem-solving toolkit.

This course is based upon active learning, with rich, interactive exercises, applied experiences, and business-related case studies. Participants will also apply the problem-solving and decision making methodology to company work-related problems.

Learning Objectives:

At the end of this course, participants will be able to:

- Define a problem
- Apply a seven (7) step problem solving model
- Apply a decision making model
- Recognize the difference between a problem and a decision
- Identify problem solving styles
- Identify personal and team roadblocks to success
- Develop action plans
- Practice with problem solving and decision making tools

Outcome:

Improved ability to define and solve the "right" problem resulting in increased efficiency, and streamlined and consistent problem solving and decision making across the enterprise.