



## Problem Solving & Decision Making

**Description:** *If you are tired of applying dead-end solutions to recurring problems in your company, this course should help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions. Topics included in this course: Learning Styles, Making Win-Win Decisions, Problem Solving Defined, The Problem-Solving Model: Problem Identification, Decision Making, and Planning and Organizing, A problem solving toolkit, the problem solving process, fishbone analysis, gradients of agreement, fact vs. information, decision making traps, implementation, types of decisions, and a personal action plan.*

**Session One:** Course Overview.

**Session Two:** Definitions

- Defining Problem Solving and Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

**Session Three:** Making Decisions

- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

**Session Four:** Getting Real

- Pre-Assignment Review.

**Session Five:** The Problem Solving Model

- Model Overview
- Real Problems
- Phase One
- Phase Two
- Phase Three

**Session Six:** Case Study

- The Truck

**Session Seven:** The Problem Solving Toolkit

- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming and Brainwriting
- More Methods

**Session Eight:** Aspirinia

- Decision Information
- Individual Action Steps
- Group Planning
- Exercise Debrief

**Session Nine:** Swotting Up

- SWOT Analysis
- Individual Analysis

**Session Ten:** Making Good Group Decisions

- Working Toward the Decision
- Avoiding Fatal Mistakes

**Session Eleven:** Analyzing and Selecting Solutions

- Selecting Criteria
- Creating a Cost-Benefit Analysis

**Session Twelve:** Planning and Organizing

- Introduction
- Follow-Up Analysis
- Evaluate
- Adapt, Close, and Celebrate
- Workshop Wrap-Up

