

# PROBLEM SOLVING AND DECISION MAKING (2-Day Workshop)

Problem Solving and Decision Making Skills are essential if we are to develop effective business solutions. And, in any business, although managers do many other things, a major part of any manager's job is solving problems and making decisions. There are three main stages involved in the problem solving process:

- **Problem Identification**
- **Problem Analysis and Generation of Ideas**
- **Deciding Upon and Implementing the Best Possible Solution**

This workshop trains delegates in a variety of different problem solving skills and techniques that can be used at each stage of the problem solving process. It also develops people in the use and skills of different decision making processes and methods.

## Objectives

- ◆ To understand what is involved in the identification and analysis of problems.
- ◆ To develop skills in using a range of problem solving techniques, and practice using these approaches.
- ◆ To understand and practice a range of decision making methods.
- ◆ To identify the different styles of making a decision.
- ◆ To develop your skills in generating feasible solutions.
- ◆ To practice using this variety of problem solving and decision making methods on current work-related problems.

## Learning Methods

- This is a highly participative and practical workshop.
- Delegates will practice all the skills and techniques involved in the Problem Solving and Decision Making Process, on the delegates work-related problems. And, review and refine their use of these skills.
- Demonstrations will be carried out of Problem Solving Techniques on business-related problems.
- Inputs will be provided on the various skills and knowledge, with handouts being provided on these.

## Who Should Attend

Any manager or team of managers who need to tackle work-related problems, and make business decisions.

This workshop is also suitable for those managers from specialist departments who have to work with, and help line managers to solve problems and develop effective business solutions.

## CONTENTS OF THE WORKSHOP INCLUDE:

- Definition of a Problem, and the Main Types of Problems.
- The Six Steps of the Problem Solving Process:
  - Skills and Techniques to use in each step.
- Techniques for Identifying Main Causes of a Problem:
  - Is/Is Not; Cause and Effect Diagram; Why/How Chart.
- Creative Ways of Producing Solutions to Problems.
- Individual and Group Problem Solving Skills.
- The Three Processes involved in Group Problem Solving:
  - Inter-personal/Problem Solving/Task.
- Handling Ideas:
  - Involving Others.
  - From Staff Members.
- Methods for Testing out each solution:
  - Web Charts/Identifying Adverse Consequences.
- The Decision Making Process and the Steps Involved:
  - Skills Used in Each Step.
- Decision Making Methods and How To Use Them:
  - Criteria Matrix/Ranking and Rating Systems.
- Group Decision Making Styles; How to Decide Which is the Appropriate One For Your Problem.
- Implementing the Solution, and Ways of Monitoring It.
- Using the Combined Steps of the Problem Solving and Decision Making Process, on Work-related Problems.

### Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

**TO CONTACT US: Telephone John S Steel on 01295 255910 or 07788714693**