

Problem Solving And Decision Making



Program Focus

We all have to solve problems and make decisions, however large or small, on a daily basis. This workshop aims to teach delegates how to use creative methods when problem solving and how best to communicate the decisions made as a result. The skills and tools studied here are essential for any leader or manager in the business and those seeking a more structured approach to managing the problems encountered in the workplace.

Course Highlights:

Problem Definition

- Identifying the problem
- Reframing the issue – Outcome thinking
- Types of problems

Problem solving techniques

- Learn how to gather and log information quickly and effectively
- Understand the value of creative thinking within problem solving
- Define creativity and understand its application in the workplace
- Use a variety of creative methods and processes for compiling options and is able to select the right tool for the job & learn how to stimulate ideas and creativity in others.
- Understand their own thinking patterns and be able to unlock their own creative potential.
- Learn and use various techniques for problem solving
- Use a structure framework for making decisions

Decision making

- Understand the decision making process
- Review ideas and evaluate results
- Select the appropriate method when making decisions and understand the consequences of each
- Evaluate and select the best media for communicating the decision

Course duration – 2 days

Course Cost - £795.00 per delegate (plus VAT)