

Problem Solving and Decision Making

Course Overview

Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation and put them together in ways that work. If you are tired of applying dead-end solutions to recurring problems, this workshop will help you discover new ways to approach problem-solving and develop practical ways to reach win-win decisions.

Learning Objectives

At the conclusion of this course you will:

- Increase your awareness of problem solving steps and problem-solving tools.
- Distinguish root causes from symptoms to identify the right solution for the right problem.
- Improve your problem solving and decision making skills through identifying your own problem-solving style.
- Improve your ability to participate in and communicate about a collaborative problem-solving process.
- Recognize the top ten rules of good decision-making.

Course Outline:

- Learning Styles and how they apply to Your Career
- Making Win-Win Decisions
- Problem Solving Defined
- Deciding Decisively
- Exercise: Bill's Decision
- The Problem-Solving Model
- Problem Identification
- Planning and Organizing
- A Problem-Solving Toolkit
- Generating Alternatives
- The Problem-Solving Process
- Fishbone Analysis
- Gradients of Agreement
- Facts vs. Information
- Decision-Making Traps
- Implementation
- Types of Decisions
- A Personal Action Plan