

# Problem solving & *decision making*

A CONSTANT FRUSTRATION IN BUSINESS TODAY IS THE DECISION MAKING PROCESS. THIS PROGRAM WILL HELP PARTICIPANTS TO FRAME A PROBLEM OBJECTIVELY AND DECIDE A COURSE OF ACTION.

Why is problem solving and decision making so difficult? People often lose faith in a company/individual if they perceive poor decision making and/or poor problem solving. Even more frustrating is the procrastination of making a decision (*We'll tell you more later*). This program helps participants understand the decision making process and will help participants to frame a problem objectively and decide a course of action.

## Action Plan

1. How to develop the skills to conceptualise a problem through the eyes of all stakeholders and not from a myopic perspective.
2. How to help participants dig for the source of the problem instead of constantly fixing symptoms of the problem.
3. How to understand how organisational decision making can differ from individual decision making.
4. How to understand how emotions can influence decision making.
5. How to reduce risks when making decisions.
6. How to overcome the "save my ass" hurdle that academics have identified why people won't make a decision.
7. How to use precedents as a tool to share your beliefs with other people.
8. How to gain approval and motivate the senior management team.



# Key learning outcomes

Your **Problem Solving and Decision Making** program will give participants the skills to:

- Correctly label the problem.
- Use '*Laddering*' to get an insight into the heart of the problem.
- Find the cause of a problem instead of focusing energy on the symptoms of the problem.
- Explore individual decision making processes.
- Explore organisational problem solving behaviour.
- Use precedents to influence other stakeholders.
- Invent win/win outcomes even when this seems impossible.
- Communicate more effectively with all stakeholders.
- Make decisions proactively.
- Actively listen – What?
- Be creative and innovative in solving problems.

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:  
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