PROBLEM SOLVING DECISION MAKING

"The greatest problem in life is to learn how to solve problems" - Maxwell Maltz

This training course covers the fundamentals of problem solving and decision making models. Participants will learn key concepts in problem solving, including goal setting and analysis, identify and assess the alternatives, review and select options, implement the best solution, and evaluate outcomes. We will use examples to illustrate common and complex problem solving scenarios, and provide practical steps for making decisions. Our course will be interactive, and participants will have the chance to develop their own problem-solving and decision-making skills through hands-on exercises. At the end of this course, participants will have the confidence and knowledge needed to develop useful problem solving and decision making models within their own environments.

Key Course Content:
- 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.

Target Audience:
The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.

Duration:
This course is available as a 1-day course or a truncated half-day course.

Delivery:
This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.

Group Size:
We recommend a group size of 4-10 people.

GET IN TOUCH: ☎ 1300 323 752 | Deborah: ddear@preftrain.com ✉ | ⊕ preftrain.com