€TRAINING

Advanced Problem Solving & Decision Making



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Introduction:

Why do some people find problem-solving an exciting challenge, where others find it stressful? How do some managers make quick and productive decisions while others put off crucial decisions until the last minute? Which of the two statements best describes your attitude to problem-solving and decision making? The answer to the first two questions is that the first group of people work through a tried and tested methodology in order to improve their effectiveness and efficiency in finding solutions and route maps to get things done.

These skills can be learned and this program investigates in detail how you can be a proactive team player in both problem solving and decision making. This highly interactive and fun course takes a step by step journey through the pathways of moving your organization from identifying the route of the problem, creating solutions and turning them into workable decisions.

Course Objectives:

At the end of this course the participants will be able to:

- Select and apply pragmatic methods for effective problem solving and decision making
- Appreciate how values, bias and personality can impact solutions we create
- Utilize a structured approach to generate productive solutions
- Assess personal and organizational creativity and set an agenda for progression
- Explore and apply various problem-solving technique that generates creative solutions
- Develop the decisive skills that define competent and credible leadership

Targeted Audience:

- Managers, Supervisors, and Team Leaders
- Head of Sections
- Also, this course is suitable for all the employees among all departments and levels

Course Outlines:

Unit 1: The Psychology of Problem Solving and Decision Making:

- A synopsis of psychological thought
- Values, Problem Solving and Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- What psychological type reveals about me and my preferences
- Using a team approach to encourage lateral thinking: ZIGZAG model
- Individual or group decision making: case studies

Unit 2: Developing Decision Making Skills:

- Using your left brain & right brain to make decisions
- Split-brain theory for developing effective problem-solving skills
- Developing openness to new ideas in making decisions
- Promoting idea mobility in teams
- Understanding the creative solving process in individuals and teams
- IDEAL problem-solving approach

Unit 3: Applying Effective Decision Making Skills in the Workplace:

- Encouraging creative problem solving for continuous improvement
- Removing blocks to creative problem solving
- Convergent versus Divergent Thinking
- Divergent Thinking Skills for solving problems
- Using SCAMPER techniques to approach problem-solving
- Applying SCAMPER techniques to make effective decisions

Unit 4: Making Mental Blocks to Decision Making a Thing of the Past:

- Challenging self-imposed assumptions
- Thinking outside the box
- Increasing new ideas
- Getting people behind your
- Evaluating new ideas
- Creative leadership during problem-solving and decision-making sessions

Unit 5: Effective Leadership and the Dynamic Problem Solving Team:

- Ensuring alignment with corporate mission
- Encouraging self-initiated activity
- Endorsing Unofficial activity
- Enhancing Serendipity
- Importance of appreciating diverse stimuli
- Practicing within-company communication for problem-solving
- Developing a personal action plan