



Problem Solving and Decision Making

Duration: 1 day

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields.

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Overview

Problems, risks, issues and challenges are an element of our everyday business lives. How we manage them is up to us. We can view them as obstacles to be removed, or embrace them as opportunities for organisational development and growth.

Too often we treat the symptoms only to find that the problems themselves persist...

Course Objectives

To present participants with effective tools and techniques for uncovering the true causes underlying problems, analysing these causes, generating creative solutions and implementing plans.

Successful completion of this course will enable participants to:

- » Clearly identify and define a problem
- » Investigate the components and apparent causes of a problem
- » Use appropriate creative techniques to explore possible solutions
- » Use appropriate analytical techniques to narrow alternatives and make a sound decision
- » Understand their usual approach to problem-solving/decision-making, and achieve their action plan

Pre-course work

Participants are required to identify one or two current/recent work-related problems/issues in which participants are directly involved, and the process they followed/are following in order to manage these problems.

Managers are also asked to assist in ensuring on-the-job transfer and application of course learning.

Problem Solving and Decision Making

Who should attend?

This course is designed for anyone working in a challenging environment.

Prerequisites

There are no prerequisites for attending this course.

Course Summary

Overview

Exploring the definition of problem solving and decision making. Challenges and skills involved in effective problem solving. Managing problem-solving obstacles.

The problem-solving model

The six-phase problem-solving model.

Root cause analysis techniques for understanding the problem: 5 Ws, Pareto charts.

Techniques for generating problem solutions: mind maps, 6 thinking hats, brainstorming, nominal group technique.

Evaluating solution options: decision tables and decision tree analysis.

Developing a solution action plan

Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

This course can be held on-site or at our premises. All courses can be customised to suit your requirements. The course may be increased to 2 days upon request to cover content in more depth and to provide more opportunity for participants to put learnings into practice.

Materials: A comprehensive participant handbook is provided containing training materials, tools, templates and checklists, ready for use.