

Problem Solving & Decision Making

Length: 1 Day

Summary: In the workplace, you will need to make decisions and resolve problems frequently. And while many of your decisions are not so important, some are potentially life changing. So, learning how to use effective strategies and tools will help you to make the right decisions at the right time.

COURSE CONTENT

PROBLEM SOLVING TOOLS

- Use Thinking to Solve Problems
- Use Creative Thinking to Solve Problems
- Obstacles to Problem Solving

THE PROBLEM-SOLVING PROCESS

- Step 1 – Identify and Define the Problem
- Step 2 – Define Goals and Objectives
- Step 3 – Generate Solutions
 - Analyze Problems Creatively
 - Consider Alternative Solutions
 - Choose the Best Solution
- Step 4 – Make a Plan of Action
- Step 5 – Follow Through

PREPARING TO MAKE DECISIONS

- Fundamentals of Decision Making
- Understanding Decision Making
- Defining Decisions
- Planning Decisions
- Avoiding Overconfidence
- Managing Uncertainty

DECISION OPTIONS

- Generating Options
- Increasing Your Options
- Improving Your Options
- Evaluating Your Options

DECISION RESULTS

- Accepting the Decision
- Results of Your Decisions
- Learning from the Results of Your Decisions
- Learning from the Experience of Others