

## Problem Solving & Decision Making

**Length:** 1/2 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.

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### COURSE CONTENT

#### PROBLEM SOLVING TOOLS

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

#### PREPARING TO MAKE DECISIONS

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