

Problem Solving and Decision Making Workshop 2 Days

The aim is to introduce techniques of effective problem solving and decision making and to provide an opportunity for practice of the new techniques under expert guidance. If you have a regular need to resolve problems and make decisions creatively and logically and would like to develop a more systematic approach then this is the workshop for you. It is highly participative and interactive. Each formal input session is followed by a practical exercise to enhance and consolidate the skills you will acquire.

At the end of the workshop you will also produce a Personal Development Plan. Your progress against this plan will be reviewed by the tutor approximately six weeks after completion of the workshop and advice and further support will be provided at that time.

Who is the workshop for?

Managers or supervisors at any level. People with complex "decision making" roles.

Objectives:

By the end of this workshop, you will be able to:

1. Identify and prioritise problems and assess potential risks.
2. Solve problems creatively and logically.
3. Make decisions by analysing alternatives against key decision-making factors.
4. Select appropriate actions/responses to problems arising after decisions.
5. Manage resistance to the implementation of your decisions.

Outline:

Day 1:	Day 2:
<ul style="list-style-type: none"> • Introductions • Objectives (including personal) • Input 1 on Problem cause diagnosis techniques • Case Study 1 and debrief • Input 2 – weighted factor decision making analysis • Case Study 2 and debrief • Input 3 – Potential problem analysis and risk assessment • Case Study 3 and debrief 	<ul style="list-style-type: none"> • Creativity techniques and exercises • Analytic tools, techniques and exercises • Benchmarking and learning from others • Implementing decisions and managing resistance • Summary of key messages • Personal Development Plans • Close

Maximum number of delegates: **12** (Minimum 6 unless by special arrangement).

Days 1 & 2 can be separated by up to 2 weeks.

Tools and Models

This programme incorporates several well established models and principles to illustrate and underpin the key messages, and these are drawn from the work of a number of internationally respected sources.

The case studies used with each technique are taken from real examples, where the results are known, making the discussions and feedback more relevant and valuable. These case studies relate to a number of different industries, but the lessons have been found to be universally applicable.