



ZING365
Learning without limits

PROBLEM SOLVING & DECISION MAKING

WHAT WE WILL COVER

- What do we mean by 'problem solving and decision making'?
- The elements of an effective problem solving and decision making process
- Defining the problem, clarifying outcomes, identifying and exploring alternatives, choosing a strategy, implementing it and managing the follow up.
- The merits of group and individual problem solving.
- Balancing intuition and analysis, creativity and logic, 'gut feel' and 'hard facts'.

Practical problem-solving tools and techniques:

Selected problem solving and decision making tools will be explained, practised and their merits and applications to workplace scenarios considered by the group. These can include:

- Root cause analysis.
- Decision tables and decision trees.
- Nominal group technique.
- Matched pairs analysis.
- Force field analysis.
- Cause & effect.
- Payoff/implementation grids.
- Affinity diagrams & meta planning.



PART OF THE DWF GROUP

SUMMARY

This practical and participative module is suitable for managers who are involved in identifying, clarifying and solving organisational issues and need to have access both to a range of practical tools and techniques as well as interpersonal skills that will maximise effectiveness.

Problem solving and decision making is central to the management role. Problem solving is often seen as a learned skill and often it's just a case of using a structured approach as well as allowing our brain to utilise different techniques. This session is designed to help create a structured approach to problem solving and decision making for managers.

OBJECTIVES

By the end of this course you will;



Describe the key elements in effective problem solving and decision making.



Draw on a range of interpersonal skills and techniques to promote effective group problem solving and decision making.



Create and implement a personal action plan to enhance the effectiveness of their workplace problem solving and decision making as a manager