

Decision Making & Problem Solving

To be effective, managers and supervisors need to make appropriate and well considered decisions. This programme is designed to develop quality decision making skills, including following a structured decision making process. This process can be enhanced by utilising critical thinking and problem solving skills.

Designed For

This programme would be appropriate for managers, leaders, supervisors, and staff who need to follow a structured decision making process and who need practical training in methods of solving problems.

Key Subject Areas

Problems and Difficulties in the Decision Making Process

Group Decision Making

The Decision Making Process

Types of Decisions

Problem Solving

Finding Answers

Creativity

Selecting Solutions

Learning Outcomes

On completion of this programme, the participant will be able to:

State the seven steps of the decision making process

Select and use appropriate techniques for promoting group and individual involvement in decision making

Identify strengths and development areas, in terms of the decision making process

Recognise the category of decisions into which a particular decision falls

Use both logical and intuitive approaches in making decisions

Use effective approaches for identifying, analysing and solving problems

Select and use appropriate group problem solving techniques

Recognise and use methods for improving creativity when finding solutions to problems

Identify the root cause of problems

Apply the concepts and techniques when solving problems.

Training Solutions Plus Ltd

Program Information:

Courseware by:

Champagne Consultants

PERFORMANCE IMPROVEMENT PROFESSIONALS

Delivery Methods

Inhouse Workshop

Public Workshop

Coaching Sessions

Mentoring Sessions

Public Workshop

Limited To: 12

Program Duration

Inhouse Workshop *

Public Sessions 1 day

Coaching Sessions *

Mentoring Sessions *

* Consultation required

Associations:

NZQA Registered and Accredited



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