PROBLEM SOLVING & DECISION MAKING
COURSE OUTLINE

All our courses are based on learning by doing. We initiate and accelerate learning journeys through interactive assignments, presentations, group exercises, buddy coaching, discussions, personal case studies and action planning.

Pre-work
- Complete a questionnaire on decision making styles
- Identify a current work-related problem and prepare a short presentation to share with the group
- In consultation with your manager, identify 2-3 development goals relating to your problem solving & decision making skills

Day 1
- Decision making in groups
- Selecting the problem to solve
- Choosing the approach
- Problem environment: stakeholder analysis
- Defining the problem (SMART)
- Data collection

Homework
- Improve the problem definition of the real life work case

Day 2
- Identify causes
- Root cause analysis
- Converging and selecting the cause to focus on (Pareto analysis)
- Solutions: generating ideas
- Designing solutions
- Decision making

Post-class assignments
- Participants prepare a plan for solving the work-related problem and agree with a buddy to give each other feedback within two weeks
- Participants share their ideas on how to address the work-related problem with their manager