

SNAP

Decision Making And Problem Solving

Background

There is no more critical managerial activity than making decisions or solving problems. Decision Making and Problem Solving cross all Management Activities.

Program Objective

Master an approach to Decision-Making and Problem-Solving to assure you are solving the right problems using the right methods.

Program Outline

This intervention comprises a half-day of pre workshop consulting onsite and 2 workshop days. The broad construct of the content is delineated below. This would be refined and firmed up in consultation with the client based on specific needs, priorities and objectives:

- ♦ Foundation
 - Define the critical aspects of Decision Making & Problem Solving
 - Principles of Decision Making
- ♦ Types of Decisions
 - Learn the difference between spontaneous, reasoned and management decisions
- ♦ The Technique for Decision Making & Problem Solving
 - Learn a practical step-by-step approach to Decision Making & Problem Solving
- ♦ Problem Solving Flow
 - Gain an understanding of the Problem Solving Flow in the context of a result oriented approach (Needs-Work-Results)
- ♦ Decision Making & Problem Solving Exercises
- ♦ Conclusion

Workshop Deliverables

- Know when to use spontaneous and reasoned approaches to making decisions and solving problems
- Solve problems using a time proven problem-solving process - Apply the rational approach to a real issue
- Be able to analytically solve complex problems and make complex decisions
- Sharpen one's causal analysis, decision-making, problem prevention, and pre-planning skills that lead to increased organizational productivity
- Get a sound method for setting priorities in an uncertain environment