Problem Solving & Decision Making

Who Should Attend:

Managers, supervisors and administrators who will benefit from better problem-solving and decision-making skills

Course Objectives:

By the end of the program, participants will be able to:

- Developing solutions that are repeatable and reliable
- The importance of adopting a systematic, step-by-step problem solving procedure
- Looking at a broad range of solutions before adopting one so that you get at an ideal solution
- Follow the general approach to problem solving in all facets of life
- Using the body of knowledge already collected to get at your solutions faster
- Adding to that body of knowledge

Course Outline :

Describing The Problem Or Issue

- The importance of accurately describing what is wrong so you work on solving the actual problem and not just some perceived issue.

How To Decide If The Problem Is Really Important

- Determining if you need to solve this problem or whether trying to make changes could actually make things worse

Finding a Solution

- How to single out the best solution from a list of possible solutions

Putting Your Solution Into Place

- How to determine ways in which you can implement your decision and gain acceptance of the solution you came up with from those most important people that will need to put it into place

Putting Temporary Containment Actions In Place

- To stop the flow you must stop the bleeding but putting the wrong containment actions into place could make things worse. In this session participants will discover how to know which actions will close the business' wound and which ones could make things worse.

Deciding On Whether You Can Handle The Problem Yourself Or If You Need To Get Others Involved

- Some problems don't need a committee to solve, you can do it yourself, but deciding if you can do this yourself is extremely important in the outcome.

Simplifying The Task

- Problems that need a team to solve are usually extremely complex. This session discusses how to break the problem or issue down into manageable parts

Additional Information

- Some people simply put containment actions into place and hope the problem will go away.
- This session discusses how to determine what additional information you need to get to the root cause(s) of the problem.

Getting To The Root Cause(S)

- This section discusses how to analyze the new information you have obtained to determine the most probable root cause(s) of the problem.

Determining A Course Of Action

- This section discusses how, once you have determined the root cause(s), thinking of as many different courses of action to take as possible