

# PROBLEM SOLVING & DECISION MAKING

Duration: 1 or 2 days

Problem solving and decision making are two of the most challenging and complex, yet vitally important skills required of individuals and teams in organizations.

In this workshop, participants will learn a reliable and systematic framework for solving complex problems. Participants learn a process to guide them from defining a problem to creating action plans for strategies, and help them make their organizations more productive.

## Objectives

- Assess personal problem-solving and decision-making behavior when faced with difficult workplace situations
- Identify systematic processes to effective problem solving and decision making
- Apply the practical tools and techniques for effective problem solving and decision making in real life
- Apply techniques how to make better choices under pressure

## Agenda:

- What is problem solving and decision-making?
- Evidence and non-evidence based decision making
- Define and analyze the problem
- Determine the root cause of the problem
- Generate solutions
- Select the solutions
- Team vs. Individual decision making – the pros and cons
- Problem solving skills inventory
- Strengthen your problem and solving and decision making
- Creative problem solving tools
- Overcome negativity and criticism
- Case study, presentation and exchange feedback

