

Problem Solving and Decision Making

The ability to identify, analyse and solve problems is a key workplace skill. Expert problem-solvers are an essential part of any high-performing team and are often first in line when it comes to promotion.

This workshop introduces you to a range of tools to solve problems more effectively and make better decisions. You will discover your problem-solving style and how to work more successfully with colleagues who have a different style to you.

Throughout the workshop you will work on a case study from your workplace where you can immediately put your new skills into practice.



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Outcomes

After taking this workshop, you should be better able to:

- anticipate and identify problems more effectively
- use a range of tools to help solve problems
- make the right decisions and take responsibility for them

This workshop is for you if...

You want to improve the way you identify problems, generate solutions and make decisions.

Problem Solving and Decision Making – Course outline

Module	Module content
Problem solving fundamentals	<ul style="list-style-type: none">• Problem solving and decision-making styles• Identifying your style• Working with the different styles• The PSI framework
P – The problem	<ul style="list-style-type: none">• Recognising the problem• Defining the problem• Identifying root causes
S – The solution	<ul style="list-style-type: none">• Generating creative solutions to a problem• Using decision-making tools• Identifying the best solution• Assessing and managing risk
I – Implementing decisions	<ul style="list-style-type: none">• Building consensus• Managing conflict• Planning your implementation approach• Communicating your decision• Reviewing the success of your solution