PROFESSIONAL DEVELOPMENT TRAINING

Problem Solving and Decision Making Training

REQUEST QUOTE

2.0 DAY COURSE

PD Training's Problem Solving and Decision Making Training course teaches you how to identify problems as well as the steps and tools that will help you to arrive at rational decisions based on facts and good judgment.

After completing this 2-day course, you will have learned: how to identify a problem, types of decisions, steps and tools in problem solving, analysis of information about the problem, how to be an active member of the problem-solving team, selecting the best solution and creating a plan for its implementation, how to avoid common decision-making mistakes and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

What You'll Gain:

Correct and timely decision making can be done using specific techniques and enhanced knowledge of the self and situations. During this Decision Making Training Course, participants receive training in applying problem solving to help decision making, identify appropriate solutions, use creativity, evaluate situations and people, predict outcomes, and more.

Having a process to work through can take the anxiety out of problem-solving and make decision-making easier. That's what this two-day workshop is all about.

Outcomes

This short and dynamic training course is the fastest way to develop skills in effective decision making so that goals can be reached on time every time.

After completing this course, participants will have learned to:

- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions

- Think creatively and be a contributing member of a problem solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes
- Understand problem-solving
- Make correct and timely decisions
- Use problem solving model and toolkit
- Use SWOT Analysis
- Make good group decisions
- Analyze and select solutions
- Plan and organize

Modules

Lesson 1: Introduction
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Lesson 2: Getting Real
- Pre-Assignment Review
- Debrief

Lesson 3: Definitions
- Defining Problem Solving & Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

Lesson 4: The Problem Solving Model
- Model Overview
- Real Problems
- Debrief
- Phase One
- Phase Two
- Phase Three

Lesson 5: Making Decisions
- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

Lesson 6: Case Study
- The Truck
- Debrief

Lesson 7: The Problem Solving Toolkit
- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming & Brainwriting

Lesson 8: Making Good Group Decisions
- Working Toward the Decision
- Avoiding Fatal Mistakes

- Debrief
- More Methods

Lesson 9: Aspirinia

- Decision Information
- Individual Actions Steps
- Group Planning
- Exercise Debrief

Lesson 10: Analyzing & Selecting Solutions

- Selecting Criteria
- Creating a Cost-Benefit Analysis
- Debrief

Lesson 11: Swotting Up

- SWOT Analysis
- Individual Analysis

Lesson 12: Planning & Organizing

- Introduction
- Follow-Up Analysis
- Evaluate
- Adapt, Close & Celebrate

Talk to our expert team

Phone:

Email: