

Problem Solving and Decision Making

If you are tired of applying dead-end solutions to recurring problems in your company, this workshop should help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions.

Workshop Benefits:

- Increase your awareness of problem solving steps and problem-solving tools
- Distinguish root cause from symptoms to identify the right solution for the right problem
- Improve your problem-solving and decision making skills through identifying your own problem-solving style
- Improve your ability to participate in and communicate about a collaborative problem-solving process
- Recognize the top ten rules of good decision making

What Will Be Discussed?

- ✓ Making Win-Win Decisions
- ✓ Problem Solving Defined
- ✓ The Problem-Solving Model
 - Phase One: Problem Identification
 - Phase Two: Decision Making
 - Phase Three: Planning and Organizing
- ✓ A Problem-Solving Toolkit
- ✓ The Problem-Solving Process
- ✓ Fishbone Analysis
- ✓ Gradients of Agreement
- ✓ Facts vs. Information
- ✓ Decision-Making Traps
- ✓ Implementation
- ✓ Types of Decisions

