

## **Problem Solving and Decision Making**

### **Course Description**

A 2-day lively, immediately applicable and very interactive course that ensures participants walk away with real skills to apply in their work and lives. This course focuses on case studies, hands-on exercises, self-awareness and teamwork. It is suited to all staff members.

### **Content Outline**

- The Different types of problems
- The 7-step Problem Solving process
- Multiple Perspectives and how they influence
- 10 Problem Solving methods – and when to use them
- Decision Making and its challenges
- The Decision Making process
- Synergistic Decision Making
- Consensus in groups
- Decision Making mistakes and traps

### **At the end of the course, you will be able to:**

- Know the difference between problem solving and decision making
- Understand the 5 types of problems and how to identify them
- Understand why problems do not always get solved, and what to do to avoid this
- Understand the different Problem Solving methods and when to apply each method
- Be aware of decision making challenges and how to avoid these
- Understand the decision making process and how to apply it to real life decisions
- Know the advantages and disadvantages of group decision making
- Work through the common decision making mistakes and how to correct them

### **Methods**

The course is interactive, fun, and interesting. We keep the participants actively involved throughout these intensive 2 days, using a little theory, and then immediately practicing in a safe, comfortable environment. Participants walk out with real skills that they can start to apply immediately.

Each participant will choose 3 objectives to achieve within the following 3 months, based on what they learned during the workshop.

We recommend to arrange a group conference call 3 months after the workshop with the trainer to go through the 3 objectives, in order to debrief on what each participant achieved, and if not, why not. This ensures that each participant applies the theory learned during the 2 days.