

Problem Solving and Decision Making

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Understanding how best to solve problems and make decisions are skills that can be learned. The skills needed to accomplish this, involve learning to find the real problem, separating symptoms from causes, and implementing sound, creative decisions to support the positive impact of the outcome. This event will examine:



- The overall process for making decisions and solving problems
- Identifying the root-cause of the problem
- The importance of using models
- Getting the ideas out and prioritising them
- How to implement decisions and solutions
- Using assessment data to solve problems and make decisions

Who Will Benefit?

Anyone who makes decisions on a regular basis and needs to make more informed decisions and solve problems more effectively

Course Outline

- How problems get solved and decisions get made
- Using tools to determine why the problem exists
- Specific models to guide successful efforts
- Helicopter vision
- Gap analysis
- AID - attractiveness, implementation & difficulty
- The uncertainty tunnel – precursors, amplifiers, dampeners and consequences
- Root cause analysis
- Motivators and hygiene factors
- Prioritisation matrix
- Performance equation – capability x motivation
- Making the right decision more frequently
- Prioritisation techniques to focus on the important ideas
- Assessing the potential impact of a solution
- Balancing the positive and negative impact of solutions
- How emotions interfere with this process
- The need to be right and its impact on flexibility
- Teamwork: an essential ingredient in the quantity of ideas and successful outcomes
- The power of group thinking
- Factors effecting the solutions acceptance

Duration

1 Day



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