

## Problem Solving and Decision Making – Training Programme Overview

### Target Audience

Managers, team leaders, team members or employees with responsibility for improving performance at work.

### Purpose

To improve the speed and quality of problem identification and decision making in the workplace so that positive changes to processes, practices or behaviours can be effectively planned and implemented.

### Outcomes

Delegates will be able to: -

- Recognise the value and actively use a diagnostic approach to problem solving
- Make use of practical, progressive processes for problem solving in a creative and dynamic way
- Identify the behaviours that help to engage others and facilitate effective problem solving
- Demonstrate how to choose and use appropriate tools and techniques productively
- Recognise the barriers to decision making and explore ways of dealing with them
- Exercise sound judgement about when and how to involve others in decision making
- Evaluate the outcomes of decisions and gather learning from the experience.

### Preparation

Delegates are asked to consult with their manager to discuss learning objectives and identify a current business problem to work on during the programme. The problem chosen must fall within the delegate's ability to influence and be unresolved at the time of the training programme.

### Programme Content

- Broadening thinking and framing problems accurately
- The eight step process model
- Testing and applying each step of the model
- Testing and applying supporting tools/techniques to gather, organise and utilise information
- Practising diagnostic skills
- Teamwork in problem solving
- Gathering and organising data (workplace assignment)
- Values systems and involvement in decision making (plus recognising and making the 'lonely' decisions)
- Planning to implementing decisions and evaluating outcomes.

### Duration

Two days separated by one week. Each day will be from 0900 – 1630.