



Webinar Events *live & interactive*



Problem Solving & Decision Making

Delivered as: 3 modules of 90 minutes, as a complete course

Suitable for:

Those whose role involves using good strong problem solving skills. Everyone is faced with problems or issues they need to solve or tackle and this is particularly vital in the role of the manager. This programme will give you the skills you need to find effective ways and sound processes to identify the key issues, seek solutions and implement them in today's challenging and fast-paced world

Objectives:

By the end of the course you will be able to create an action plan that will enable you to:

- Understand why problem solving techniques are so important
- Utilise popular toolkits to understand the real problem
- Identify alternatives for robust approaches to resolving problems
- Understand the process of decision making
- Create an action plan to implement the best alternative

Module 1: Problem Solving – 90 minutes

- What is it? Why is it Important?
- The 4 steps to problem solving
- The Simplex problem-solving process
- Action Points

Module 2: The Real Problem and Decision Making – 90 Minutes

Defining the Real Problem & Alternative Solutions

- Establish the need for a solution
- Contextualise the problem, write the problem statement
- Identify alternative solutions & involve others to find the best way to resolve the problem
- Brainstorm for solutions, what are the risks associated with each alternative
- How to screen the alternatives to find the best idea

Cont...

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Understanding How we Make Decisions

- Functions of the brain in making decisions
- How do we think?
- 5 Golden rules of decision making
- Action Points

Module 3: Find and Implement Best Solutions– 90 Minutes

Decision Making Tools

- Establish which approach is the most likely to solve the problem for the long-term
- Which is the most realistic alternative
- Decision Toolkits that you can use

Plan to Implement the Agreed or Chosen Solution

- What steps should you take to implement your plan
- Establish indicators of the success of the plan
- What resources will you need in terms of people, equipment, budgets
- How to communicate effectively and 'sell' the plan to others
- Is it working? Review and monitoring

Round Up and Action Plan

What next?...

- Dealing Effectively with Difficult People
- Developing Self Esteem & Assertiveness
- Stop Stressing Yourself and Others

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk