

# EFFECTIVE PROBLEM SOLVING & DECISION MAKING



## Introduction

Do you find yourself facing overwhelmingly complex problems – and just don't know where to start? Do you find yourself forced to make decisions without the full facts of the situation? Or do you just want to feel confident that the decisions you make lead to success? Wouldn't it be great **to be** confident that you are making the right decisions that others agree with.

If you are someone who wants to generate lasting results through more effective decision-making and problem-solving then this is the workshop for you!

## Workshop Benefits

- Improve your ability to find solutions to complex problems
- Increase the percentage of effective decisions you make
- Improve your ability to identify and tackle the right problem, ensuring you focus your energy in the right place
- Set more realistic objectives through better defined success criteria
- Apply effective processes to future decision making and problem solving to yield better results
- Improve the quality of decisions made

## Workshop Content

<b>Techniques and Processes to Improve your Effectiveness</b> <ul style="list-style-type: none"><li>✗ Whose problem is it?</li><li>✗ Decision making techniques – applying different analysis tools that will aid your decision making</li><li>✗ Structured problem solving strategies</li><li>✗ The 5 step process</li><li>✗ The ideal model</li><li>✗ Structured problem solving exercise</li></ul>	<b>Increasing Creativity</b> <ul style="list-style-type: none"><li>✗ Perspective</li><li>✗ Ambiguity</li><li>✗ Brainstorming</li></ul>
<b>Recognising and Dealing with Barriers</b> <ul style="list-style-type: none"><li>✗ Learned behaviours</li><li>✗ Reactive behaviour</li><li>✗ Are you really listening?</li><li>✗ Types of questions</li><li>✗ Trust</li></ul>	<b>Putting it into Practice</b> <ul style="list-style-type: none"><li>✗ Each participant will develop a learning agenda and outline the results they want and the time frame for achieving them.</li><li>✗ 21 Day Feedback! Participants email their facilitator 21 days after the workshop to share how they are putting the techniques into practice</li></ul>

**Duration of Workshop:** This is a one day workshop, with an option for observational coaching and feedback when working with an intact team in this area.