

## Problem Solving and Decision Making

**Course Duration** : 1 day

### Course Overview

Common problems are just that - all too common. Often they require a standardised language and approach to problem solving across an entire organisation. This course assists organisations in developing a standardised, yet flexible problem solving process that integrates easily into any current organisational format.

### Prerequisites

- No previous knowledge is required.

### Objectives

Delegates will be able to :

- Understand the need to use time-saving systems to record and solve problems, and appreciate the use of the mind for logical thought rather than as a storage house for information.

### Course Content

#### Introduction

Using a six step model  
Accepting ownership of problems  
Problem-solving vs. decision-making  
It's a learning process

#### Understanding the Problem

Assessing the problem  
Thinking logically and constructively

#### Collecting Information

Searching for information  
Asking the right questions  
Talking to the people who matter  
Tapping other sources  
Presenting the facts

#### Getting to the Root of the problem

Identifying the gap  
Separating symptoms and causes  
Identifying the root cause  
Using other techniques  
Identifying outcomes and restraints

#### Selecting the Options

Examining all available solutions  
Asking questions  
Exploring common pitfalls  
Thinking laterally  
Developing a single option



### Choosing the Best Solution

Reaching an effective decision  
Deciding how to decide  
PMI - plus, minus, interesting  
Taking the logical route  
Relying on your instincts  
Avoiding the pitfalls

### Getting it Solved

Building a visual plan  
The art of delegation  
Maximising your chances  
Making things happen  
Learning from your results

## Related Courses

[Conflict Management](#)

[Absence Management](#)

[Managing Challenging Behaviour](#)

## Training Options

- Private courses delivered at client's premises throughout the UK, at our training venues or a convenient third-party location
- Bespoke customised courses written to your specific needs, delivered at client's premises throughout the UK, at our training venues or a convenient third-party location
- For further information please contact us on 0191 377 8377

## What's Included

- Relaxed refreshment area at our training venues
- Lunch and refreshments when training is delivered at our training venue
- Comprehensive course manual and exercises