

Effective Decision Making and Problem Solving

1 Day Course

Overview

Business decision making and practical problem solving represent two of the most important of all managerial and leadership activities. If you can make timely, well-considered and informed decisions, this will enable you, your team, project or organisation to perform better, quicker and more consistently.

This highly practical course looks how to master the tools and techniques to make better decisions and solve problems more efficiently and effectively.

Is it right for me?

This course is suitable for any managers, leaders, or business professionals who want to increase their performance with effective problem-solving and decision-making skills.

What will I learn?

By the end of this course you will be able to:

- Learn and apply proven methods for effective management decision making at all and any level.
- Appreciate the impact of personality and bias on the decision making and problem-solving process.
- Evaluate and apply a structured approach to generate solutions to organisational issues such as project management, quality problems, performance, people and productivity issues
- Understand the factors that cause delays in decision making, wrong decisions and poor problem-solving
- The application of whole-brain thinking to the decision making and problem-solving process
- Learn how to combine both creative and critical thinking models
- How best to package and present your suggestions, solutions and recommendations to managers and others.

Pre-course activity

Participants will be requested to bring with them details of current work-related problems, challenges and decisions they are facing. These can be used during the training and add relevance and realism.

What will it cover?

1. The Principles and Psychology of Making Good Work-place Decisions

- Review of examples from participant's pre-course activity
- Key principles of effective decision making and problem solving
- The effect of personality values, beliefs, timing and cognitive bias on decision making and problem solving approaches
- Using a team approach to encourage structured and lateral thinking

2. Decision Making: The Cognitive Process and Whole-brain Thinking

- Split brain theory to make informed and balanced decisions
- The model of lateral (right brain) thinking and how to tap your inner creativity

- The skill of critical thinking in problem solving and decision support
- Applications, examples and case studies: Recruitment, budget forecast, project approval, falling performance or results.

3. Creating Continuous Improvement and Everyday Decisions

- Three best-practice technical models for minor problem-solving and quality improvement
- Managing an improvement process with a team or group
- The 'practical pessimist' model for reducing risk and chance of errors

4. Ten steps to making better decisions, faster with more certainty

- Five causes of poor decision making and five factors that will improve your and others decision making
- How to present your decision and proposals to managers and others.
- Practical application exercise and case-studies based on participants own examples.

5. Problem-solving for major projects and change

- Learning from the genius of Einstein
- The Disney Creative Thinking Strategy
- The 'Six Thinking Hats' in a team or group environment – learning exercise

6. Learning summary and action plan

- Apply the key learning points from the course to their own work
- Create a back to work action plan