

# PROBLEM SOLVING AND DECISION MAKING

## OBJECTIVE

This course will present a clear process and user-friendly techniques for making smart business and personal choices.

## STRATEGY

Using a case study approach, this course offers straightforward, easy-to-follow process designed to improve the way business decisions -- or any decisions that help to reach a goal -- are made. This workshop incorporates lecture, group exercises, business examples and coaching in a fun and relaxed atmosphere. Participants learn and practice skills they can apply to make better quality decisions.

## PARTICIPANTS WILL INCREASE THEIR KNOWLEDGE AND ABILITY TO:

- Assess their decision making style
- Define clear parameters of decisions
- Collect relevant information and generate creative alternatives
- Hone intuition and incorporate it into decisions
- Define consequences and payoffs
- Analyze risks and define level of risk tolerance
- Avoid common mistakes and psychological traps in the decision making process
- Correlate an appropriate strategy with a specific decision
- Describe the dynamics of group decision making
- Develop clear guidelines on communicating decisions
- Design an action plan to evaluate the results of decisions
- Tailor decision-making style to be situationally appropriate

Each participant will have hands-on opportunities to practice all skills and techniques.

## PARTICIPANTS RECEIVE:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual



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## LENGTH

One-day workshop.

## CLASS SIZE

Maximum class size is 16 participants.

## **VIRTUAL COMMUNICATION SERIES (2 HOUR WEBINAR)**

**Virtual Decision Making and Problem Solving:** Deciding how to achieve collaborative, consensus-based decisions.

- Making Win-Win Decisions
- The Problem-Solving Model
  - Phase One: Problem Identification
  - Phase Two: Decision Making
    - Types of Decisions
  - Phase Three: Planning and Organizing
- Decision-Making Traps
- Implementation of Recommendation and Best Solution
- Application of Problem Solving and Decision Making Techniques