PROFESSIONAL DEVELOPMENT TRAINING

Problem Solving and Decision Making Training

1300 121 400

REQUEST QUOTE

2.0 DAY COURSE

In the workplace, you'll need to make decisions and resolve problems frequently. And while many of your decisions are not so important, some are potentially life changing. So learning how to use effective strategies and tools will help you to make the right decisions at the right time.

The PD Training Problems Solving and Decision Making Training Course provides you with skills such as problem solving techniques and models, organising methods, ways to conduct research, identifying options to achieve accurate decision-making and problem solving.

This highly valuable and effective training course is now available Australia wide including Brisbane, Sydney, Melbourne, Perth, Adelaide and Canberra.

Please click on the Public Class tab below to view our Problems Solving and Decision Making Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

Correct and timely decision-making can be done using specific techniques and enhanced knowledge of the self and situations. During this Decision Making Training Course, participants receive training in applying problem solving techniques to help decision making, identify appropriate solutions, use creativity, evaluate situations and people, predict outcomes and more.

Having a process to work through can take the anxiety out of problem-solving and make decision-making easier. By using best practice techniques you can learn to be more effective when problems arise and be more efficient when solving those issues.

Outcomes

After completing this course, participants will have learned to:

- Apply problem-solving steps and tools
- Analyse information to clearly describe problems
- Identify appropriate solutions

- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create plans for implementing, evaluating, and following up
- Avoid common decision-making mistakes
- Make correct and timely decisions
- Use problem-solving model and toolkit
- Use SWOT Analysis
- Make good group decisions

Modules

Lesson 1: Introduction
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Lesson 2: Definitions
- Defining Problem Solving & Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

Lesson 3: Making Decisions
- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

Lesson 4: Getting Real
- Pre-Assignment Review
- Debrief

Lesson 5: The Problem Solving Model
- Model Overview
- Real Problems
- Debrief
- Phase One
- Phase Two
- Phase Three

Lesson 6: Case Study
- The Truck
- Debrief

Lesson 7: The Problem Solving Toolkit
- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming & Brainwriting
- Debrief

Lesson 8: Developing a Course of Action
- Decision Information
- Individual Actions Steps
- Group Planning
- Exercise Debrief

- More Methods

Lesson 9: Swotting Up

- SWOT Analysis
- Individual Analysis

Lesson 10: Making Good Group Decisions

- Working Toward the Decision
- Avoiding Fatal Mistakes

Lesson 11: Analysing & Selecting Solutions

- Selecting Criteria
- Creating a Cost-Benefit Analysis
- Debrief

Lesson 12: Planning & Organising

- Introduction
- Follow-Up Analysis
- Evaluate
- Adapt, Close & Celebrate

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au