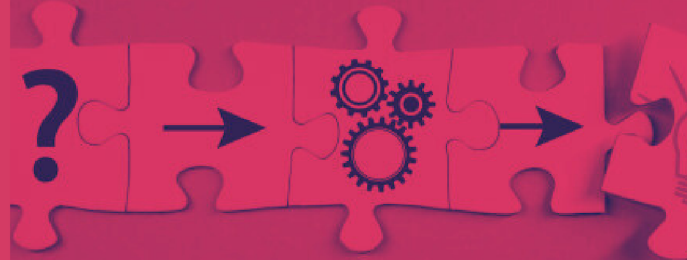


PROBLEM SOLVING & DECISION MAKING

Each day is filled with decisions to be made and problems to be addressed. Developing the skills to address these actions can not only increase one's effectiveness, but also reduce stress and reactive behaviors. This course will guide participants through the process of identifying root causes of problems, generating solutions to problems, establishing decision-making criteria, and using those criteria to select the best alternative solution to problems.

This course will give learners an overview of the entire problem-solving and decision making process, giving them the skills needed to identify problems at their roots and provides the key tools and techniques needed to go about solving the problem or making a decision before it escalates.



COURSE OBJECTIVES:

After course you should be able to :

- Identify one or more problems to solve.
- Create a problem statement.
- Develop criteria to evaluate solution to the problem.
- Identify potential solutions.
- Select the best solution.
- Implement solutions and ex-post evaluation of chosen solution.
- Use problem solving tools and know to apply them.

COURSE OUTLINES :

- Introduction
- What is problem solving?
- What types of problem there?
- How do people solve problems?
- The two system
- What is optimal decision making?
- What is sub-optimal decision making?
- How do people cope with problems and conflicts?

COURSE DURATION : 3 Days, 6 Hours/day