

COURSE TITLE: PROBLEM SOLVING AND DECISION MAKING SKILLS

INTRODUCTION

Decision-making and problem-solving are both psychological words that are frequently used interchangeably. Furthermore, it should be emphasised that these two terms are not interchangeable and are not synonymous.

In the corporate environment, decisions need to be made and problems to be solved on a daily basis by people of all levels. Many a times, such action is made based on a person's gut feel or past experiences without a systematic approach. This resulted in some successes but sometimes errors or failures would happened when analysis was not done comprehensively and this could be costly to the organisation. This course will help participants uncover useful strategies and tools to implement a rational approach in attaining sound, clear and well-thought-out solutions.

LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Learn the rational process of problem solving, decision making and implementing the solutions.
- Solve problems through root-cause analysis.
- Use a five-step process for making better decisions.
- Define the desired outcomes and evaluate multiple alternatives.
- Make the final decision and assess risks when you implement the action plan.

TARGET AUDIENCE

All levels of staff

DURATION

2 days

METHODOLOGY

- **Interactive lecture** - participants are encouraged to interact and questions are employed to stimulate interaction
- **Feedback** - there is continuous discussion for participants to comment, make suggestions and share opinions
- **Case Study and Exercise** - these are designed to provide opportunity for participants to work independently and in teams.

COURSE CONTENTS

SESSION 1:INTRODUCTION

- Trainer Introduction
- Course Objectives
- OPRAH Netiquette

SESSION 2: PROBLEMS OR OPPORTUNITIES

- What is problem solving
- What is decision making
- Assess the situations.

SESSION 3: ROOT CAUSE PROBLEM ANALYSIS

- Solving the problem or eliminating the effects.
- Problem statements.
- Identify root cause.

SESSION 4: DECISION MAKING PROCESS

- Understand the five steps process in decision making.
- Determine the desired outcome and objective of a decision.
- Develop selection criteria.
- Criteria: Must and want.

SESSION 5: GENERATE ALTERNATIVE SOLUTIONS

- Redefine the elements.
- Asking “what if” questions.
- Brainstorming technique.
- Comparing alternatives to criteria to find the best choice.

SESSION 6: IMPLEMENT ACTION

- Action planning worksheet: who to do what and how?
- Potential problem analysis: what are the risks?
- Testing and tracking.
- Traffic Light Action Plan
- Q & A