

Problem Solving and Decision Making

“Better critical thinking for better problem solving and decision making”

Duration 3 Days

COURSE DESCRIPTION

1. What is problem solving and decision making? Why is it important?
 - Differences between “Problem” and “Situation”
 - How to handle crisis
 - Practice systemic thinking
2. How to solve problems
 - How to know there is a problem
 - How to find actual problem and solve it accurately
 - Effective ways to identify root of the problem
 - Verify problem
3. How to prevent further problems
 - Prevention is better than solving
 - Identify key problems and prevent them to occur
 - Factors that may interrupt problem prevention
 - Implement problem prevention
4. How to make great opportunities
 - Why do people deny great opportunities?
 - Tips to make great opportunities
5. Decision making
 - Rational or emotional decision making?
 - How to make rational decisions
 - Reasons people often use emotional decision making

Instructional Methods

Case studies focus on individual and group decision making by using actual situations that are able to implement to your own workplace.