

Problem Solving, Decision Making and Delegation

INTRODUCTION

Problem solving and decision-making are important skills for business and life. Problem-solving often involves decision-making, and decision making is especially important for management and leadership. There are processes and techniques to improve decision-making and the quality of decisions. Decision-making is more natural to certain personalities, so these people should focus more on improving the quality of their decisions. People that are less natural decision-makers are often able to make quality assessments, but then need to be more decisive in acting upon the assessments made.

COURSE OBJECTIVES

By the end of the course delegates will have:

- Identified and understood the problem solving • skills required by a supervisor
- Used a range of problem solving and decision . making techniques
- Recognised their influence within their team
- Practised influencing techniques •
- Improved their skills in group problem solving • techniques
- **Practised** group decision-making .
- Agreed personal and team Action Plans with scheduled targets for implementation/completion

Equivalent to ILM Level 3 unit	
Value of 2 credits	

COURSE DURATION: 1 Day Course

COURSE CONTENTS

The Skills of Supervision What problem solving skills does a supervisor need?

Making Decisions (1) A decision making model Deciding through group consensus Practical exercise

Influencing Others Influencing Styles What style do you prefer to use? Making Decisions (2)

Group decision making **Solving Problems**

Using analytical skills to solve problems **Practical Exercise** Developing your style

Delegation

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered

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