

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 most of the theory covered

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