

Problem Solving & Decision Making

INTRODUCTION

To enable participants to use a logical, systematic approach for solving problems, while encouraging them to take a more creative approach to generating solutions that may not have normally been considered.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Used** a logical framework for solving problems and making decisions
- **Understood** the importance of deciding aims before undertaking tasks
- **Recognised** the range of information sources available to them
- **Evaluated** alternative solutions to problems through a variety of methods
- **Used** a variety of effective planning tools
- **Recognised** the value when undertaking a task
- **Recognised** that conflict, if managed correctly, can be of value in a change orientated organisation
- **Reviewed** and be able to choose appropriate ways in which to deal with conflict
- **Practised** communicating decisions effectively

COURSE CONTENTS

Introductions

Course Objectives

The Different Thinking Styles

Creative thinking

Lateral thinking

Thinking analytically

Creative Thinking

What is creativity

Getting into a creative frame of mind

Using brainstorming to release creativity

Decision Making

Generating alternatives

Agreeing the purpose

Developing the decision criteria

Evaluating the options

Group decision making in action

Problem Analysis

Analysing the problem

Problem analysis in action

Choosing a solution

Personal Action Planning

COURSE DURATION: 1 Day Course

www.oaktree-training.co.uk

