

Problem Solving and Decision- Making Training

**This course is accredited by the Services Seta and material covers unit standards 242817
at NQF level 4 worth 8 credits**

Investment Per Delegate: R 7 900.00

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CLASS GROUP

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About the Training

COURSE OBJECTIVES

You have experienced times when you looked at solutions to work problems and said to yourself, “I should have thought of that”. But you didn’t. Some people find it easy to solve problems or challenges in the workplace while others find it almost impossible. The real issue is not just about being creative but how to use clear processes to clarify problems and come up with effective solutions.

This course aims to help you to improve your decision-making ability through critical thinking, problem analysis and the creative development of solutions.

COURSE OUTCOMES

Upon completion the participants should be able to:

- Identify the main obstacles that prevent problems from being solved in the organisation
- Understand the components required for successful problem solving
- Understand the importance of proper problem-solving activity
- Use problem solving techniques to improve productivity and profitability
- Explain the benefits of having an effective and proactive approach to solving problems

The course will cover the following items below:

- * What is a Problem?
- * A Problem is a Deviation from Acceptable Performance
- * There is a gap between what is actually happening and what is supposed to be happening
- * Solving the problem will close the performance gap



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COURSE OUTLINE

The nature and importance of self-awareness in problem solving

- Introduction to a holistic view of self-awareness
- Understand the role of self-awareness in pro-active identification of potential problems

Understanding how the human mind works

- How thinking and reasoning processes operate
- Barriers to sound reasoning
- How to control and evaluate your thought processes

Forming problem solving teams

- The characteristics of high performing teams
- Individuals versus teams

Problem solving approach

- Problem definition
- Causal analysis
- Alternative approaches
- Selection of solution
- Implementation plan
- Monitoring

Creative Thinking

- What it is and what it's not
- Lateral thinking
- De Bono's six hats exercise
- Thinking outside the box

Problem Analysis tools and techniques

- Cost benefit analysis
- Pareto analysis
- Star-bursting
- Decision tree analysis
- McKinsey 7's Framework

Decision Making steps are included in the above problem solving processes

Decision Making tools

Although the facilitator will provide input, the course is highly interactive and participants will be involved in practical problem solving activities

