

Problem Solving & Decision Making

Context :

In most organizations, solving business or other work-related problems is the responsibility of a manager, but it is never too early to start acquiring the necessary skills. The key to handling problems in a professional manner is not to let your emotions get in the way- analyze the problem and examine the underlying causes before coming up with a solution and the means to achieving it.

This workshop will introduce you to practical tools and techniques that can help you solve problems and make the best decision possible using the time and information you have available.

Objectives :

This training program aims to :

1. Identify and define Problem and Decision Making
2. Understand the steps in Problem solving process
3. Weigh the importance of individual factors
4. Choose the best course of action to take and
5. Prepare implementation plan to see your decision through

Course Outline :

The course can be customised on the organization's requirement.

1. Introduction
 - Definition of a Problem
 - Definition of Decision Making
 - Difference between Decision Making & Problem Solving
2. Steps in Problem Solving Process
 - Defining the Problem
 - Selecting the right problem to define
 - Causes of Problems – RCA, Ishikawa Diagram
 - Distinguishing between symptoms & causes of problems
 - ✓ Ask 5 Whys
 - Factors to consider for Problem Solving
 - Options for Problem Solving and decision making
 - Create alternative solutions
 - Techniques to create Alternatives
 - Brainstroming
 - Nominal grouping
 - Evaluating Alternatives
 - Developing decision criteria
 - Two categories of Criteria : Limits & Desirables
 - Using Cost/Benefit Analysis
 - Force Field Analysis

- Process of Comparing Alternatives
 - Making an optimal decision
 - Implement the solution & follow up
 - Implementation strategy
 - Leading the work group
3. Common Pitfalls or mistakes in problem solving

Duration and Audience

- 1 Day
- Individual Contributors with 2+ years experience, Team Leaders, Technical Leads

Methodology

- Group discussion
- Case Studies
- Exercises