

PROBLEM SOLVING & DECISION MAKING

Every manager is faced with problems to solve and decisions to make. Some can be done alone. Some need to be resolved as a team. And some need to be delegated to others in order to help them develop their own skills. This module looks at what's involved in approaching problems and making decisions and provides participants with an opportunity to practice the skills and receive feedback.

Learning Objectives:

- Identify causes of problems
- Learn the key elements of effective decision making and problem solving
- Recognize the benefits of team decision making and problem solving
- Understand when to use which strategy
- Define obstacles and explore ways to overcome them

Who Should Attend:

Managers desiring a process for problem solving and decision making

How Will Participants Benefit:

- Define problems clearly to develop better solutions
- Improve your creativity
- Practice your influencing skills
- Create an action plan to implement a solution

Delivery Method:

Lecture, exercises and group discussion

Duration: Four hours