

# Problem Solving Techniques And Decision Making

Management Fundamentals  
2 Day Workshop

## Training Workshop – Module Overview








Innesskirk's innovative “**Problem Solving Techniques And Decision Making**” provides managers with an excellent foundation to develop alternative courses-of-action, systematically evaluate problems and consistently make effective decisions. Managers gain crucial skills to involve others in the development of alternative resolutions of business problems.

The workshop also covers techniques to discover the root cause of the problem – an essential skill to prevent common mistakes – including focusing on the symptoms, rather than making decisions which eradicate the problem.

This workshop allows managers to consistently use basic techniques to reduce complicated issues to simple decision making tasks using both individual and group-based problem solving techniques.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

## Workshop Objectives – Delegates Will Be Able To...

-  Describe and analyze current problems and find appropriate solutions
-  Understand systems-thinking concepts and diagramming
-  Recognize the difference between symptoms, causes, effects and delays
-  Systematically use creative techniques like brainstorming, Ishikawa diagrams, lateral thinking, convergent and divergent thinking, and mind mapping to generate solutions
-  Objectively evaluate possible solutions
-  Effectively implement selected solution to prevent re-occurrence
-  Communicate effectively as part of team-based problem solving techniques

## Post Workshop – IMPACT™ Program

**IMPACT™** Project – Delegates identify a work related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

**IMPACT™** Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™** Project. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

## Workshop Agenda – Day One

### WELCOME

#### Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity.

#### Introduction To Problem Solving Methods and Issues

Segment focuses on a review of common problems and solution methods; special skills required to resolve problems quickly and make the right decisions consistently, including an introduction to systems thinking

#### Analyzing The Problem

Delegates practice effective methods to accurately describe problems and discover the real problem, rather than the symptoms; and the Cause and Effect models. Practice includes a review of problems from different perspectives; the danger of linear thinking when defining problems; preventing rushing to solutions without proper evaluation; and asking the right questions to perform root cause analysis.

### LUNCH

#### Generation Of Possible Alternative Solutions

This portion covers methods to generate alternative solutions using different techniques; Convergent and Divergent thinking; Ishikawa diagrams; effective brainstorming techniques; mind-mapping; and lateral thinking techniques to get to creative solutions.

#### Teams And Problem Solving

Teams learn the value of consider other views, methods to overcome tunnel vision and effectively use a team approach to generate alternatives.

#### Decision Making, Selecting The Right Alternative

Delegates learn to evaluate all the alternatives and select the right alternative using objective analysis methods and weighted criteria for decision making.

### CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day two.



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## Workshop Agenda – Day Two

### WELCOME

#### Problem Case Studies And Solutions

Segment reviews learning from past examples; problem case studies; evaluating the process followed; solutions identified and selected; and avoiding problem recurrence.

#### Implementing Solutions Using A Project And Change Management Approach

Implementing solutions, getting buy-in from others and understanding the value of project management and change management techniques.

### LUNCH

#### Creating A Pro-Active Problem Solving Culture - The Impact Of The Leader

This segment focuses on identifying what is important; developing a positive, pro-active, focused organizational culture; the keys to developing a constructive problem solving culture and understanding the impact of the Manager/Leader on problem solving behavior.

#### Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

### CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.

## Do You Have Specific Requirements?

### Tailoring For In-Company Delivery

Innesskirk is able to customize this workshop to adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at [info@innesskirk.com](mailto:info@innesskirk.com) to discuss your specific requirements further.



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