

Decision Making and Problem Solving

1 day course

Objective

This course is intended to provide the delegate with an effective and reliable decision-making framework, and to identify appropriate methods of solving problems in complex environments.

Skills Gained:

- Effectiveness in identifying problems
 - Analysis and utilisation of thinking styles
 - Knowing how and why to seek disconfirming evidence
 - Appreciating benefits and risks in decision making
 - Pre-empting and preventing problems with a solutions strategy
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Course Content:

Day 1

Analysis Techniques

- Identifying concerns and issues, causes and effects
- Devising a decision-making framework
- Listing considerations, alternatives, weighting

Approach Identification and Modification

- Understanding the thinking process
- Conceptual reflective and visual thinking
- Avoiding the entrapment bias
- Disciplines in seeking contrary evidence to ensure accurate information-gathering techniques

Day 2

Decision Analysis

- Agreeing practical objectives
- Grading options, risks and issues
- Over-viewing evaluation techniques
- Swot analysis, decision trees, force field analysis pmi
- Impact analysis

Problem and Solutions Strategy

- Cause and effect
- Process steps
- Preventative and contingent actions
- Separating and prioritising issues
- Evaluating choices and the consequences
- Hindsight evaluation and benefits analysis

Practical Session

Summary
