

Introduction to Problem Solving and Decision Making - One Day

This one day provides participants with a systematic approach to problem solving and taking decisions. The day mixes ideas and insights, practical exercises and reflection, and tools and techniques into a fast-paced and stimulating workshop that will boost your problem-solving and enhance your decision-making.

CONTENT

Defining Problems and their sources

- *"... when companies base decisions on evidence, they enjoy a competitive advantage."*
- Methods to identify problems in the workplace and the team
- Methods to identify possible solutions

The Problem Solving Process

- Modes of thinking - The Six Thinking Hats
- Evidence-based decision making
- Analytical tools
- Problem-solving process

Decision Making

- *"The wording of a problem can influence how people frame it and, as a result, how they decide to deal with it"*
- Understanding bias
- Decision making process
- Decision Traps

Action Plan

- What am I going to do as a result of this workshop?

