



PROFESSIONAL  
DEVELOPMENT  
TRAINING

# Problem Solving and Decision Making Training



09 884 0762



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2.0 DAY COURSE

In the workplace in New Zealand, you will need to make decisions and resolve problems quite frequently. And while many of your decisions are not so important, some are potentially life changing. So, learning how to use effective strategies and tools will help you to make the right decisions at the right time. The PD Training Problems Solving and Decision Making Training Course provides you with skills such as problem solving techniques and models, organising methods, ways to conduct research, and identifying options to achieve accurate decision-making and problem solving. This highly valuable and effective training course is now available across New Zealand including Auckland, Wellington and Christchurch. Please click on the Public Class tab below to view our Problems Solving and Decision Making Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

## What You'll Gain:

Correct and timely decision-making can be done using specific techniques and enhanced knowledge of the self and situations. During this Decision Making Training Course in New Zealand, participants receive training in applying problem solving to help decision making, identify appropriate solutions, use creativity, evaluate situations and people, predict outcomes, and more.

Having a process to work through can take the anxiety out of problem-solving and make decision-making easier. That's what this two-day workshop is all about.



## Outcomes

This dynamic training course is the fastest way to develop skills in effective decision making, so that goals can be reached on time every time.

**After completing this course, participants will have learned to:**

- Apply problem-solving steps and tools
- Analyse information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes
- Understand problem-solving
- Make correct and timely decisions
- Use problem-solving model and toolkit
- Use SWOT Analysis
- Make good group decisions
- Analyse and select solutions
- Plan and organise

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## Modules

### Lesson 1: Introduction

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Lesson 2: Getting Real

- Pre-Assignment Review
- Debrief

### Lesson 3: Definitions

- Defining Problem Solving & Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

### Lesson 4: The Problem Solving Model

- Model Overview
- Real Problems
- Debrief
- Phase One
- Phase Two
- Phase Three

### Lesson 5: Making Decisions

### Lesson 6: Case Study



- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

- The Truck
- Debrief

#### **Lesson 7: The Problem Solving Toolkit**

- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming & Brainwriting
- Debrief
- More Methods

#### **Lesson 8: Making Good Group Decisions**

- Working Toward the Decision
- Avoiding Fatal Mistakes

#### **Lesson 9: Aspirinia**

- Decision Information
- Individual Actions Steps
- Group Planning
- Exercise Debrief

#### **Lesson 10: Analysing & Selecting Solutions**

- Selecting Criteria
- Creating a Cost-Benefit Analysis
- Debrief

#### **Lesson 11: Swotting Up**

- SWOT Analysis
- Individual Analysis

#### **Lesson 12: Planning & Organising**

- Introduction
- Follow-Up Analysis
- Evaluate
- Adapt, Close & Celebrate

**Talk to our expert team**

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