Impactful Problem Solving & Decision Making

Program Objectives

This two-days' workshop will help participants to:

- Increase awareness of the steps and tools of problem-solving steps.
- Distinguish root causes from symptoms to identify the right solution.
- Improve decision making skills through applying the most suitable techniques.
- Recognize the top ten rules of good decision-making.

Through:

- Defining "Problem" and "Problem Solving".
- Identifying the barriers to effective problem solving and making proper decisions and how to combat them.
- Understanding the rational and non-rational models of decision making.
- Knowing and applying the effective problem solving & decision-making process.
- Understanding and implementing different techniques that leads to better decision making.

Introduction and Course Overview

The first part of the day, we will work on getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

Defining "Problem" and "Problem Solving"

To begin the program, we will define what a problem and problem solving are and identify the barriers that may hinder solving problems and how to combat them.

Decision Making Models and Barriers

During this session, participants will notice the rational and non-rational models of decision making and know how to overcome the barriers that impede making proper decisions.

Steps of the Impactful Problem Solving & Decision-Making Process

Participants will know and apply the eight-steps process on a problem that they are currently facing. They will comprehend and implement the fishbone/five whys techniques to identify the root cause together with the various decision-making techniques.