

# Course Outline

## Problem Solving and Decision Making

This Course can allow you to teach participants how to:

- Apply problem solving measures and tools
- Examine 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
- Produce a strategy for implementing, Assessing, and following up on decisions
- Prevent common decision-making mistakes

### *Course Overview*

We Discuss what's going to occur during the course and produce a few areas of concern with the group. Students will also have a chance to identify their personal learning goals.

### *Definitions*

To start, participants will explore what problem solving and decision making means. They'll also learn the eight essentials to defining a problem and apply these theories to a simple case study.

### *Making Decisions*

Next, Participants will learn about different kinds of decisions, the distinction between facts and data, and common decision making cubes.

## *Getting Real*

Next, Participants will examine their pre-assignment. This will help them evaluate how they solve problems.

## *The Problem Solving Model*

During This session, participants will learn about a three-phase model which they can use to most issues. They will also have a chance to apply the model to two case studies.

## *The Problem Solving Toolkit*

This Session will look at seven fundamental problem solving tools and two innovative tools (the levels of service and fishbone analysis). Creative thinking procedures, such as brainstorming and brainwriting, are also discusse

## *Aspirinia*

Next, Participants will work through a case study which will help them internalize and apply the concepts learned so far.

## *Swotting Up*

Solving Business problems can be somewhat different than regular issues, so this session will show participants how to use SWOT analysis within their own organization.

## Making Good Group Decisions

Next, Participants will learn about a few things that are crucial for group problem solving.

## *Analyzing and Selecting Solutions*

This session will consider the second stage of the problem solving model: making a determination.

This course can be fully customised for your business team.  
Please contact us for more details and our team will happy to assist.

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