

## PROBLEM SOLVING AND DECISION MAKING TRAINING

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Decision Support  
Problem Solving &  
Decision Making



**COURSE LENGTH: 1.0 DAYS**

Problem solving and decision making are essential skills for both your career and your personal life in Singapore. Each day we are all faced with a range of problems and decisions that need a thoughtful and rational reaction.

With PD Training's Problem Solving and Decision Making training course, you'll learn skills like how to identify options, conducting research, weighing various options, applying problem-solving steps and tools, identifying appropriate solutions and making rational decisions based on facts and good judgment.

This Problem Solving and Decision Making training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a group quote.

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## PROBLEM SOLVING AND DECISION MAKING TRAINING COURSE OUTLINE

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### FOREWORD

Effective decision makers in Singapore are exceptional individuals who are capable of determining and selecting the best choice from numerous alternatives. Effective problem solvers don't hide from issues, they thrive in finding solutions where others struggle.

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, participants receive training in applying problem solving to help decision making, how to identify appropriate solutions, how to use creativity, evaluating situations and people, predicting 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.

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### OUTCOMES

This short and 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
  - Analyze 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
  - Analyze and select solutions
  - Plan and organize
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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

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

### Lesson 6: Case Study

- 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: Analyzing & Selecting Solutions

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

### Lesson 11: Swotting Up

- SWOT Analysis
- Individual Analysis

### Lesson 12: Planning & Organizing

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

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)