

## *Problem Solving & Decision Making (PSDM)*

Duration: 1 X 4 hr Morning Sessions  
and 1 X 4 hr Afternoon Sessions

CPD: 8

LEVEL: 1

SOFT SKILLS



### COURSE OBJECTIVE

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work. Likewise, we've probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier.



### COURSE BENEFIT

- How to apply problem solving steps and tools
- How to analyze information to clearly describe problems
- How to identify appropriate solutions
- Ways to think creatively and be a contributing member of a problem-solving team
- How to select the best approach for making decisions
- How to create a plan for implementing, evaluating, and following up on decisions
- Ways to avoid common decision-making mistakes



### COURSE CONTENT

#### Foreword:

- A 1-Hour pre-course online session will be held with delegates on the course, its structure and mode of delivery.
- Please note that Morning Sessions will be in online mode where discussions and interaction will take place in the online environment. The afternoon sessions will be to cater for practical work, exercises and case studies which will be discussed.
- This course is also available as a 3-day classroom -based training

#### Day 1 Session 1 – 08:30 to 12:30

- Problem-solving definitions
- Making decisions
- Problem solving model and toolkit
- Getting into It

#### Day 1 Session 2 – 13:00 to 17:00

- SWOT Analysis
- Making good group decisions
- Analyzing and selecting solutions
- Planning and organizing
- Many hands-on case studies and exercises.



### METHOD OF EVALUATION

Activity and Feedback

Please be advised of the event terms and conditions.  
Delegates are also requested to review the content and the levels of the courses presented before booking, to ensure they are attending the right course.

Please click here for [general course information](#)

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