

## Problem Solving and Decision Making

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### A 3-Day *Hands-On* Workshop

**Course Description:** The workshop is designed to develop the analytical and critical thinking skills of key technical professionals who can apply those skills on critical organizational issues. Participants will learn how to identify, define and resolve issues; make decisions based on objective criteria; develop step-by-step plans to effectively implement decisions; and facilitate teamwork in problem solving and decision making.

All attendees will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools and research developed and gathered over decades by our instructors. Toolkits include items such as checklist, tips and techniques, sample documents, forms, academic and government studies, and numerous other tools to help you use your new skills immediately.

**Who Should Attend:** Experienced managers who are ready to expand their prospective on management and leadership. Bring your real-world problems and collaborate with your colleagues in a facilitated discussion and wrap up the week with an individual and organizational improvement plan.

### Learning Objectives:

- Identify the principles of Problem Solving and Decision Making
- Assess whether the problem or decision belongs to you or your organization before diving in
- Gain a knowledge of Problem Solving and Decision Making tools and techniques
- Understand how to define Problem Solving and Decision Making success
- Recognize potential threats and opportunities using a SWOT analysis
- How to sell the tough decision to the uncertain team or boss
- Identify biases in Decision Making
- How to use powerful tools to select the best options
- Learn to Facilitate Change and Innovation once a decision has been made

### Subjects Covered in this Workshop:

The Problem Solving & Decisions Making **Toolkit**

The principles of Problem-Solving & Decision-Making

Questions to ask about any problem to show you're a world-class problem-solver

Defining Problem-Solving & Decision-Making success



Getting a handle on the problem

Seeing the boundaries

Finding the keys to the solution

What are your options?

How do you select the best option?

*Learn how to use powerful tools for maximum impact–*

How to become more persuasive

- Innovative Idea Worksheet
- Questions for your personal development

### **Tenacity Exercises**

- Practice what you have learned on real-life problems

### **Additional Information**

**CPE Credits:** 20.0

**CEU Credits:** 1.7

**Suggested Program Prerequisites:** Creating a Culture of Performance and Accountability

**Advanced Preparation:** None

**NASBA Program Level:** Intermediate

**NASBA Field of Study:** Business Management and Organization

**Delivery Method:** Group Live – Classroom



**Refund/Cancellation Policy:** TMS has a 2 week cancellation policy. Courses cancelled 2 weeks prior to the program start date will receive a full refund. Courses cancelled within 2 weeks from the program start date will not receive a refund for the program. | **Complaint Policy:** For more information regarding administrative policies, such as complains, please contact Stacey Kruse at [stacey@tmsworkshops.com](mailto:stacey@tmsworkshops.com) | **Official National Registry of CPE Sponsor's Statement:** Technical Management Services (TMS) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.NASBARegistry.org](http://www.NASBARegistry.org).

In order to be awarded the full credit hours, you must be present, registering your attendance and departure on the attendance sheets.



## Air Force Competencies Addressed / Proficiency Levels

### Employing Military Capabilities

Operational and Strategic Art  
Unit, AF, Joint, and Coalition Capabilities  
Non-Adversarial Crisis Response

### Enterprise Perspective

Enterprise Structure and Relationships	
Government Organization and Processes	Proficient
Global, Regional, and Cultural Awareness	
Strategic Communication	Skilled

### Managing Organizations and Resources

Resource Stewardship	Proficient
Change Management	
Continuous Improvement	Skilled

### Strategic Thinking

Vision	Skilled
Decision Making	Advanced
Adaptability	Proficient

### Leading People

Develops and Inspires Others  
Takes Care of People  
Diversity

### Fostering Collaborative Relationships

Builds Teams and Coalitions	Proficient
Negotiating	Skilled

### Embodies Airman Culture

Ethical Leadership	
Followership	
Warrior Ethos	
Develops Self	Proficient

### Communicating

Speaking and Writing	Proficient
Active Listening	Skilled