

# PROBLEM SOLVING AND DECISION MAKING

A 2 or 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. 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 & Topics Covered in this Workshop:**

- 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

**Audience:** This workshop is designed for all government personnel.

## **Toolkits:**

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

## **Additional Information**

**CPE Credits:** 13.0-20.0

**CEU Credits:** 1.1-1.7

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:**

Business Management and Organization

**Delivery Method:** Group Live – Classroom

