

Problem Solving and Decision Making

A 2-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.

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

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



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