



## PROBLEM SOLVING & DECISION MAKING

### *A 3 Day Hands-On TMS Experience*

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:**

Receive a **Student Handbook** and **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:** 20.0

**CEU Credits:** 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



## The TMS Philosophy and Approach

### 1 Quality Training

**Interactive** training that focuses on the **latest trends** in the government workforce utilizing instructional techniques based upon **innovative** adult learning practices delivered by certified, experienced, world-recognized and award-winning instructors.

### 2 Dynamic Instruction

You will find an **engaging environment** where attendees will build upon their professional habits, techniques, and skill sets through a series of **practical, participant-focused exercises** led by an energetic instructor who has over two decades of government and subject-related experience.

### 3 Personalized Learning

We tailor the classroom objectives to the participant's **personal goals, professional goals**, and the organization's mission.

### 4 Ongoing Support

Attendees receive an **online toolkit** with checklists, guidelines, & many more resources to enable participants to take their new skills and tools they learned in-class & apply them in their workplace.

### 5 OPM ECQ-Focused

Each TMS course is developed based on OPM's **Executive Core Qualifications**; this means each TMS course is designed to not only address the core competencies in a government culture, but we provide the skills needed and **results-driven**

objectives to immediately influence performance, and professional development.

#### *Student Feedback from FY19:*

*"I have 23 years federal service. This was the best instruction/instructor I've ever had the pleasure of meeting!"*

*"This was the BEST class I've attended in my 30 years of government."*

*"In 35 years of attending training with the government, this is the best format by far."*

*"Instructor was engaging and dynamic. Easily the best training I've attended in the last 8 or more years."*

#### **INTERACTIVE CLASSROOMS**



**Classroom time is focused on group discussion, case study review, & small group exercises; NOT POWERPOINT PRESENTATION.**