



Managerial Decision Making and Problem Solving

*A 2 or 3-Day Hands on TMS Experience
Delivered in Live or Live Virtual Classrooms!*

Course Description:

Decision making is a fundamental skill for all managers, but is especially crucial when critical performance outputs, major deliverables, or limited budgets can be placed at risk by poor or incorrect decisions. This workshop shows you how to quickly solve problems and make confident decisions to be recognized as someone who can be counted on to get results consistently. This workshop firmly focuses on the clear, practical, nonmathematical how-to techniques of using experience and judgment to accurately handle the tough problems and decisions you face every day.

Learning Objectives & Topics Covered in this Workshop:

- What contracting problem are we trying to solve and why?
- The principles of problem-solving and decision-making
- Questions to ask about any problem to show you're an effective problem-solver.
- Defining problem-solving and decision-making success
- Finding the real problem
 - Seeing the boundaries
- Option analysis
 - What are your options?
 - How do you select the best option
- Risk analysis—using your experience and judgment
- Setting standards & criteria
- The evaluation processes
- Problem-solving steps
- "Trade studies" and cost/benefit analysis made simple
- Application - how to apply problem-solving tactics to your application challenges
- How managers make decisions
- Making decisions you can defend
- Negotiating solutions to problems
- Handling conflict
- Handling people problems
- Handling teamwork problems
- Assertiveness
- Decision-making techniques

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: 16.0 – 24.0

CEU Credits: 1.6 – 2.4

Suggested Program

Prerequisites: None

Advanced Preparation:

None

NASBA Program Level:

Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live
– Live Virtual Classroom

