Collaborative Problem Solving and Decision Making

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

Course Description:
In today's rapidly changing and chaotic world, the problems that government employees, managers, and leaders must address are increasingly complex, cross-functional, nebulous, and difficult to solve. If our problems have evolved and changed, then so too should our approach to solving them. Good decision-making is not an event, it's a disciplined process that should be rife with discussion, debate, collaboration, and support from a cast of experts that represent the complexity of the problem or opportunity at hand. This collaborative problem solving and decision-making workshop helps government teams develop the skills to accomplish that evolution of an improved problem-solving process.

This workshop is designed to develop the collaborative, analytical, and critical thinking skills of key technical professionals who can apply those skills in the context of an agile framework on important organizational and project issues. Participants will learn how to identify, define, and resolve challenges, make decisions based on objective criteria that consider both risk and reward, develop step-by-step plans to effectively implement decisions, and facilitate teamwork in the problem-solving and decision-making process.

This particular workshop differs from typical decision-making workshops in the way that it focuses on the practical application of collaborative problem-solving and decision-making in the government work environment and adds special emphasis to risk analysis. Participants will explore risk analysis concepts and techniques and learn how to apply those concepts within the confines of a risk-averse government work environment.

Learning Objectives & Topics Covered in this Workshop:
- Collaborative problem solving & decisions making grounding principles
- The dynamics of group decision making
- Facilitating open discussion
- Effective techniques for collaboration during team/staff/group problem-solving and decision-making

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: The Challenge of Leadership
Advanced Preparation: None
NASBA Program Level: Intermediate
NASBA Field of Study: Personal Development
Delivery Method: Group Live – Live Virtual Classroom

- Alternatives to open discussion
- Dealing with difficult dynamics
- Assessing the team to ensure the right people and skills are represented
- Leading the collaborative process
- Interpreting problems and opportunities
- Questions to ask about any problem to show you're a world-class problem- solver
- Identifying criteria to judge solutions and course of actions
- Defining problem-solving and decision-making success
- Getting a handle on the problem with effective problem analysis
- Cause analysis techniques
- Identifying viable options and how to get outside the box while doing it
- Option analysis using a variety of tools
- Powerful decision-making techniques to achieve maximum group ownership and follow-through
- How to gain consensus
- Understand the importance and impact of effective problem definition
- Learn techniques that facilitate a group's ability to identify all contributing factors to the causes of a complex problem
- Risk analysis – go in-depth on how to use powerful tools and techniques to move beyond group fear in order to achieve true success
- Learn risk analysis and risk management approach that provides a comprehensive method for dealing with uncertainty
- Explore risk analysis techniques that are customizable for your organization and unique projects
- Learn powerful techniques to explore viable options for complex problems
- Learn problem-solving techniques that capitalize on the power of collaborative design
- Learn powerful decision-making techniques that allow your group to find the delicate balance between risk and reward
- Learn how to use powerful tools for maximum impact.