

DECISION MAKING AND PROBLEM SOLVING



This program presents a systematic approach to making decisions and solving problems in the workplace. Learners will consider the qualities and tendencies of effective decision makers and problem solvers, both according to research and based on their own personal experience. Learners will also examine various decision styles and reflect on the effectiveness of their own preferred styles. Straightforward models and time-tested problem-solving tools are reviewed and applied to both case studies and personal situations.

LEARNERS WILL:

- Explore a framework for making decisions and solving problems
- Understand the hidden influences that affect thinking and decision quality
- Explore the five decision styles and when to use them
- Review practical tools to apply to day-to-day business decisions and problems

WHY THIS MATTERS:

The ability to identify and address the core issues that drive problems and decisions increases a leader's effectiveness and confidence. Essential to these skills is increased awareness of personal tendencies and styles in situations that require critical thinking.

ASSESSMENT:

- Decision Style Indicator (optional)

DELIVERY OPTIONS:

In-Person: Half day

Live-Online: Two 2-hour instructor-led sessions

See also: Critical Thinking