

# PROBLEM SOLVING & DECISION MAKING – 1 Day

An important skill in any workplace is the ability to approach problem solving objectively and to make effective, well-reasoned decisions. This course provides participants with the strategies and tools they will need to identify and assess problems accurately, evaluate potential solutions and anticipate likely risks.

This course is an interactive one-day session during which participants will be given an opportunity to apply their learning through in-class case studies and activities.

## COURSE AGENDA

- Key elements of problem solving and decision making and the obstacles associated with them
- Critical thinking and logical reasoning
- Root cause analysis. Ensuring that the true source of the problem is identified and understood.
- Problem Analysis tools and techniques
  - Cost benefit analysis
  - Pareto analysis
  - Decision tree analysis
  - McKinsey 7's Framework
- Organisational decision making versus individual decision making, including the role of organisational value
- The benefits and challenges of group decision making, and Edward De Bono's 'Six Thinking Hats'
- The human element
  - The psychology behind decision making: why we avoid/delay making decisions and strategies for managing that
  - The role of assumptions and how to guard against them
  - Cognitive bias
  - Emotional intelligence and decision making

## COURSE DETAILS

Delivery duration	1-day course.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities.
Location	Venue to be provided by the client.
Cost	\$2,640 per day, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop.  Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018