



## **Problem Solving and Decision Making**

### **Description:**

To take full advantage of the fast pace of technological change and opportunity, professionals must constantly seek new and innovative solutions to the challenges facing their organizations. This workshop is designed to provide the skills that they will need to accomplish this.

Participants will improve their ability to correctly and quickly identify and define problems. They will become more efficient in generating and weighing alternative solutions and communicate the preferred solution in an organized and concise manner.

In this course we use an IS-IS NOT Matrix to find the causes of a problem. It isolates the What, When, and Where, aspects of a problem, keeping the focus on the elements that have an impact on the problem and eliminating the elements that do not. The result is participants learn to uncover the root cause(s) of problems and to solve them correctly and quickly.

Critical thinking will improve a person's ability to recognize opportunities for improved business performance, to choose from a wide variety of resources to solve problems, to anticipate problems in project planning and to promote the continuous involvement of others in the improvement process.

Lastly, participants will explore how the methods used in class can be incorporated into their organization's processes and procedures. We use small lectures, discussion, individual and small team activities and lots of practice.

### **Learning Objectives:**

Upon completion of this workshop participants will be able to:

- Use the IS-IS NOT Matrix of problem-solving (Kepner-Tregoe Method)
- Identify cause(s) of problem
- Write well-defined objectives
- Use evaluative techniques for solution alternatives
- Assess adverse consequences and decrease their effects
- Use skills and techniques of creative thinking
- Lead problem-solving and decision-making groups
- Reduce the time it takes to solve a problem

### **Length:**

1 Day