Problem Solving& Decision Making

COURSE Objectives

- To understand the concept of decision making and its role in solving problems
- To know the process of decision making and how it is used to solve problems
- To know the concept of group decision making
- To identify the environment of the decision maker
- To identify important skills needed by the decision maker
- To know some of the decision making tools
- To identify the process of implementing decisions

COURSE OUTLINE

1. **Analyzing Decision Making**
   - Defining Decisions
   - Decision making vs. problem solving
   - Types of managerial decisions
   - Problem Solving versus decision making
   - Knowing your corporate culture
   - The Responsibility of making organization decisions
   - The intuitive approach to decision making
   - Rational approach to decision making
   - Analyzing your responsibility
   - Being decisive

2. **Decision Making Elements and Process**
   - Decision making elements
   - Elements of the decision situation
   - The process of Decision making
   - The decision maker environment

3. **Decision Making Techniques**
   - The role of values in decision making group decision making
   - Group decision making

4. **Three Important Skills for Decision Making**
   - The three secrets of vise decision making
   - Rationality
   - Creativity
   - Balanced Judgment

5. **Decision Making Tools**
   - Decision Matrix
   - Decision tree analysis
   - Paired comparison analysis
   - Grid analysis

6. **Implementing a Decision**
   - Developing a plan
   - Communication a decision
   - Discussing the progress of a decision
   - Over coming objections
   - Monitoring Progress
   - Handling other peoples decisions
   - Building a decision

Who Should Attend

Managers, process owners, quality professionals, practitioners and consultants looking to refresh their skills in root cause analysis.

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English / Arabic