

## Decision Making – Module 04

In this training, we will cover all these important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practice during the sessions and that can help you at work or in life, and from the most mundane situations to the most difficult or unusual ones. At other times, the problem is so unusual that it defies rational and critical thinking; these are the times where creative problem solving becomes a valuable tool.

### What is decision-making training?

The training uses a mix of interactive techniques, such as brief presentations by the consultant and the participants, role plays (rehearsed and impromptu), learning performances and in individual and/or group feedback.

#### Problem solving and decision making

- ✓ Definitions and tools: an overview
- ✓ The link between problem solving and decision making
- ✓ The principle of organizing our thinking about problems
- ✓ Identifying our own mind traps
- ✓ Brain analysis and ways of learning
- ✓ Right brain, left brain thinking

#### The rational approach to problem solving

- ✓ Techniques of recognizing problems
- ✓ Information analysis
- ✓ Difference between causes and symptoms
- ✓ The helicopter approaches
- ✓ Problem analysis
- ✓ Decision analysis
- ✓ Potential problem analysis
- ✓ Right decisions at the right times

#### Decision making supplementary tools

- ✓ Being decisive and principles of decision making
- ✓ The How-How method
- ✓ Decision analysis weighted worksheet
- ✓ Consensus decision making
- ✓ The decision-making process

#### Creativity and Problem solving

- ✓ Assessment of creativity and ways to think creatively
- ✓ Lateral thinking tips
- ✓ Creativity and its use as a business tool
- ✓ Barriers to creativity and ways to overcome them
- ✓ Brainstorming tips and tools

### Benefits for the Participants:

- Apply problem-solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create plans for implementing, evaluating, and following up
- Avoid common decision-making mistakes
- Make correct and timely decisions
- Make good group decisions

**Who Should Attend** Managers, supervisors and administrators who will benefit from better problem solving and decision-making skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and decisions

### **Target Competencies**

- Attention to details
- Balanced decision making
- Creativity
- Evaluating options
- Intuitive decision making
- Active listening
- Practical and proactive thinking
- Situation analysis
- Problem solving ability and anticipating potential problems