



PROBLEM SOLVING AND DECISION MAKING

Introduction

The future does not just happen. It is shaped by decisions. The quality of your decisions will determine the direction and outcome of your ventures. As such, the correctness of a decision cannot be left to mere intuition or chance. Before a decision is made or selected from a list of possibilities, it must go through a structured and coherent decision testing. Decision is about risk-taking and this is what calculated risk is about. Decision making must be structured and deliberated.

This 2-Day workshop will introduce techniques on how to make a good calculated decision and solve problems.

Who Should Attend

- Managers
- Team leaders
- Those who would like to enhance their problem solving and decision making competencies

Methodology

This program is designed to be interactive and participative. Participants will learn from experiential activities. The following approaches and tools will be used:

- Individual and group work
- Peer group discussion
- Case studies
- Decision Making Tree
- Pareto Analysis
- SCAMPER Model
- 6-Step Problem Solving Model
- Facilitator's briefing and lecture

Content Outline:

1. Decision Making
2. The Rational Model of Decision Making
3. Human Compromises in Decision Making
4. Guidelines for Decision Making
5. Tools for Decision Making
6. Group Decision Making
7. Problem Solving
8. Creative Problem Solving Approaches

Facilitator
Philip Tan

Duration : 2 days