

# PROBLEM SOLVING AND DECISION MAKING

US 242817 / NQF Level 4 / 8 Credits

***“We cannot solve our problems with the same thinking we used when we created them” - Albert Einstein***

One of the biggest mistakes that is made in problem solving is reaching a decision before the problem has been fully understood. You may have heard of the phrase: ‘make an informed decision’? This is exactly what this course aims to help people with: from problem analysis, through to solution generation, and finally to decision making and implementation.

Problem solving and decision making is a highly cognitive, and therefore, creative thinking process. The process requires skill and a lot of practice. The rewards are worth it: better, and therefore more effective, decisions are made, a culture of thinking and initiative is cultivated, and those responsible for making decisions are more confident and capable in doing so.

In this practical course we encourage a creative thinking attitude, using various problem-solving methods,

## **WHO SHOULD ATTEND**

- Anybody involved in decision-making processes
- Team members that are engaged in finding opportunities for improvement
- Managers, junior managers, supervisors
- Business owners

## **HOW YOU WILL BENEFIT**

- Participants will be able to facilitate an environment where the root problems are determined, all possible solutions are “put on the table” and people engage in healthy debate to find the optimum solution
- Confidence grows as better solutions are found and implemented
- A greater sense of team develops as people are engaged in the decision-making process
- Insight into several proven techniques which can be applied in the workplace
- Learners will have the confidence to continuously challenge the status quo and develop alternative ways to conducting activities. Change is embraced when success is experienced.

## **WHAT WILL BE COVERED**

- Defining the problem through engaging the appropriate people
- Critical thinking and creative thinking processes
- Techniques for deriving the root causes of problems
- Processes and techniques for identifying potential solutions
- Group methods for generating ideas
- Identify criteria and use weighting to rank potential solutions
- Implement the selected solution through engagement of key stakeholders
- Measure the success and effectiveness of the solution

## **PTO For Table of Contents**

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

[sales@kznbtc.co.za](mailto:sales@kznbtc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)

## TABLE OF CONTENTS

| <b>Module 1</b><br><b>Define the problem</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Module 2</b><br><b>Investigate the problem</b>                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Define problems according to the verified information</li> <li>• Explain the rationale for consulting with stakeholders and role-players to ensure that they contribute to the various stages of the problem-solving process</li> <li>• Explore techniques in the formulation of the problem definition and explain it according to theory and practice</li> <li>• Select a technique in line with the context of the problem</li> </ul> | <ul style="list-style-type: none"> <li>• Investigate a problem to ascertain the various components</li> <li>• Obtain further information, if required, and critically examine all information for its relevance to the problem</li> </ul> |

| <b>Module 3</b><br><b>Generate problem solutions</b>                                                                                                                                                                                                             | <b>Module 4</b><br><b>Implement solution(s)</b>                                                                                                                                                                                                                                                 | <b>Module 5</b><br><b>Evaluate the effectiveness of the solution</b>                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Generate possible solutions by using a range of problem-solving techniques</li> <li>• Identify criteria and use weighting to enable the ranking of proposed solutions</li> <li>• Evaluate possible solutions</li> </ul> | <ul style="list-style-type: none"> <li>• Select the optimum solution(s) in accordance with given criteria</li> <li>• Consult with stakeholders prior to implementation, to obtain commitment</li> <li>• Implement the selected solution (s), according to organisational constraints</li> </ul> | <ul style="list-style-type: none"> <li>• Identify criteria for the measurement of the effectiveness of the solution according to the problem definition</li> <li>• Evaluate the effectiveness of the solution against the criteria</li> <li>• Identify and apply corrective action, where possible</li> </ul> |