



Problem Solving & Decision

Global Business Models, Techniques and Best Practices in Problem Solving & Decision Making - hands on using Harvard Business School case studies

There are Three Forms of Applied Thinking that we all need: Problem Solving, Decision Making and Creative Thinking. The objective of Problem Solving is usually a solution, an answer or a conclusion. Decision Making is about deciding what action to take; it usually involves choice between Options. The outcome of Creative Thinking by contrast is New Idea...

Leaders who aspire to excellence obviously have vested interest in seeing that the best decisions are taken, that the Problems are solved in the optimum way and that the Creative Ideas and Innovations so necessary for tomorrow's business flow freely. Everyone in the team or organization should be engaged in meeting these essential requirements.

The course structure is a **hands-on workshop** that provides participants to revisit the concepts of Problem Solving & Decision Making. At the end of the course, the participants would take a **set of practical tools & techniques** that they can apply in their daily operations with improved results. The course also contains **inspirational videos** on the perspective of **Self Excellence** and contains a **number of Logical games on Problem Solving & Decision Making**.

The Course will cover topics related to the following skills

1. Problem Solving – in depth review and assessment
2. Problem Solving Tools & Techniques – hands-on application
 1. 7 Step Model of Problem Solving
 2. Random Input
 3. Fish Bone
 4. Pareto Analysis
 5. Dr. Edward de Bono's Lateral Thinking
 6. Dr. Edward de Bono's Six Hats
 7. The Discontinuity Principle
3. Case Study to understand how various tools are used in Daily Corporate Operations
4. The Controversy of Assumptions and How Not to Use them
5. Decision Making – in depth review and assessment
6. Decision Making Techniques - – review, their application and implication
 - a) The EISENHOWER Matrix
 - b) BCG Decision Matrix
 - c) Project Portfolio Matrix
 - d) The JOHN WHITMORE Model
 - e) The Johari Window
 - f) Cognitive Dissonance Decision Model
 - g) Family Decision Tree Model
 - h) Consequence Decision Model
 - i) Conflict Resolution Model

The above Problem Solving and Decision Making Tools & Techniques are practical enough to be adopted in everyday corporate situations. Participants will leave with a Toolkit useful in Problem Solving and Decision Making...

Who Should Attend?

This Course is highly beneficial for All the Aspiring and Progressive Managers or Team Leaders who need to improve & enhance their Problem Solving skills and Decision Making Abilities in a multifaceted business and workplace environment.

These include:

- ✓ New and Prospective Managers
- ✓ Team Leaders & Members
- ✓ Department, Unit or Division Managers
- ✓ Line Managers
- ✓ Supervisors
- ✓ Support Managers,
- ✓ Executives
- ✓ In-charges