

Problem Solving & Decision Making

As an individual, facts and knowledge can only go so far. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This two-day workshop should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

How you will benefit:

- Increase your awareness of problem solving steps and problem-solving tools
- Distinguish root cause from symptoms to identify the right solution for the right problem
- Improve your problem-solving and decision making skills through identifying your own problem-solving style
- Improve your ability to participate in and communicate about a collaborative problem-solving process
- Recognize the top ten rules of good decision making

Course Outline Sample Topics

- ▶ Practical application in problem solving
- ▶ Define a "problem"
- ▶ Describe the "ideal" problem solver
- ▶ Identify the types of problems encountered
- ▶ The Problem Solving Model
- ▶ Generate alternatives
- ▶ Action plans for developing an effective team
- ▶ Adapt or build on the past
- ▶ Sort by category
- ▶ Advantages/disadvantages
- ▶ Problem-Solving Outcomes
- ▶ Legitimize problems
- ▶ Best/worst/most probable
- ▶ Problems as Given/Problems as Understood
- ▶ Basic Questions
- ▶ Types of Decisions
- ▶ Guidelines for making good decisions

San Diego, CA

LA, CA

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$450.00 per person, plus applicable taxes. *Prices and dates are subject to change.

Pre-Registration Form:

Yes Enroll me now

Participant Name *(Please Print)*

Position

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

Be! Everywhere You Are!

6760 University Ave., Ste. 260
San Diego, CA, 92115
Office: (619) 446-6330
Cell: 619-520-3502 | Fax: (619) 446-6462

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