



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Problem Solving & Decision Making

Overview

This course equips participants with the skills and strategies necessary to effectively identify, analyse, and resolve complex problems and make sound decisions in both personal and professional contexts.

Objectives

- Develop delegates' ability to think critically and analytically when faced with complex problems, enabling them to assess situations objectively, identify underlying issues, and generate creative solutions
- Equip delegates with decision-making models, frameworks, and tools to make informed and effective decisions, considering factors such as risks, uncertainties, and ethical considerations
- Strengthen delegates' problem-solving capabilities by providing them with techniques and strategies to systematically analyse problems, generate innovative solutions, and implement effective action plans
- Encourage collaboration and effective communication among team members to facilitate group problem-solving and decision-making processes, leveraging diverse perspectives and expertise
- Help delegates develop adaptability and resilience in dealing with unexpected challenges and uncertainties, enabling them to adjust strategies, learn from failures, and continuously improve their problem-solving and decision-making skills

Course Prerequisite

Good understanding of English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

This course is beneficial for individuals across various levels and roles within an organisation, e.g. Managers and Leaders / Project Managers / Team Members and Employees / Human Resources (HR) Professionals / Entrepreneurs and Business Owners / Students

Course Outline

This course consists of the following 9 modules

Module 1	The Problem Solving Method: What is a Problem?; What is Creative Problem Solving?; What are the Steps in the Creative Solving Process?
Module 2	Information Gathering: Understanding Types of Information; Identifying Key Questions; Methods of Gathering Information
Module 3	Problem Definition: Defining the Problem; Determining Where the Problem Originated; Defining the Present State and the Desired State; Stating and Restating the Problem; Analysing the Problem; Writing the Problem Statement
Module 4	Preparing for Brainstorming: Identifying Mental Blocks; Removing Mental Blocks; Stimulating Creativity
Module 5	Generating Solutions (I): Brainstorming Basics; Brainwriting and Mind Mapping; Use the Six Thinking Hats
Module 6	Analysing Solutions: Developing Criteria; Analysing Wants and Needs
Module 7	Selecting a Solution: Doing a Final Analysis; What Can Go Wrong?
Module 8	Planning Your Next Steps: Identifying Tasks; Identifying Resources; Implementing, Evaluating, and Adapting
Module 9	Recording Lessons Learned: Planning the Follow-Up Meeting; Celebrating Successes; Identifying Improvements

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire