

Problem Solving & Decision Making

Length: 1 Day

COURSE CONTENT

PROBLEM SOLVING TOOLS

- Use Thinking to Solve Problems
- Use Creative Thinking to Solve Problems
- Obstacles to Problem Solving

THE PROBLEM SOLVING PROCESS

- Step 1 – Identify and Define the Problem
- Step 2 – Define Goals and Objectives
- Step 3 – Generate Solutions
 - Analyze Problems Creatively
 - Consider Alternative Solutions
 - Choose the Best Solution
- Step 4 – Make a Plan of Action
- Step 5 – Follow Through

PREPARING TO MAKE DECISIONS

- Fundamentals of Decision Making
- Understanding Decision Making
- Defining Decisions
- Planning Decisions
- Avoiding Overconfidence
- Managing Uncertainty

DECISION OPTIONS

- Generating Options
- Increasing Your Options
- Improving Your Options
- Evaluating Your Options

DECISION RESULTS

- Accepting the Decision
- Results of Your Decisions
- Learning from the Results of Your Decisions
- Learning from the Experience of Others