



PROBLEM SOLVING AND DECISION MAKING (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Solve problems, make decisions and implement solutions
Unit Standard ID:	242817
NQF Level:	4
Credit Value:	8

INTRODUCTION

Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. As an individual, your facts and knowledge can only go so far. By tapping into the knowledge of others (staff, colleagues, family, or friends), you can expand the range of solutions available to you.

If you are tired of applying dead-end solutions to recurring problems in your company, this workshop should help you reconstruct your efforts and learn new ways to approach problem solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions.

The programme is designed to identify problems and to make responsible decisions. The main focus is on the workplace, although the same principles can be used elsewhere. Business teams and leaders are equipped with a range of skills and strategies which will help them to manage and resolve the inevitable challenges which are part of any business process.

REFERENCES

"Easy to use in corporate life, interesting, introspective, love the "HATS", "MATRIXES" & "ACCOMMODATORS". Amazing training! ~ Carey McIntosh (The Boston Consulting Group)

"The ability to identify the problem and making a decision using the matrix as identified in the group activity." ~ Renise Feyerabend (Transnet)

"I got to realise my strengths & full potential in the workplace. How to achieve my goals, what is important when doing this (planning, set targets)." ~ Thokozile Mathe (Crystal Cool Logistics)

WHAT THIS COURSE CAN DO FOR YOU...

- Increase awareness of problem solving steps and problem solving tools
- Distinguish root causes from symptoms to identify the right solution for the right problem
- Thinking outside the box - working towards creative solutions
- Understand the top ten rules of good decision-making
- Develop the confidence to tackle problems efficiently and effectively
- Identifying your own problem solving and decision making style

TARGET AUDIENCE

The workshop is suitable for staff members, who are required to resolve existing problems, make qualified decisions and to polish interpersonal and team competencies. It is also highly suitable for teams who wish to understand the importance of team problem solving and decision making to manage risk and to build synergy and effectiveness. The skill of problem solving and decision making efficiently and effectively is an essential emotional intelligence ingredient in a society where problems are solved through and with those around us.

COURSE CONTENT

What is Problem Solving?

- Defining problem solving and decision making
- Characteristics of the ideal problem solver
- Types of decisions
- Win-win decisions
- Facts vs. Information
- Ten ingredients for good decision making
- Decision making traps

Problem Solving Styles

- Understanding the four styles
- Diagnostic test
- Working with your style
- Different 'hat' communication

Practical Application

- Earthquake! A team application of applying style to reality
- Assessing and analysing information methodically and objectively
- Applying thinking skills to devise an action plan to solve the problem

The Problem Solving Model

- Understanding how problems can unify teams
- Three-phase Model overview and study
- Problem identification and definition
- Identifying alternate solutions and choosing the best option
- Planning and implementing a course of action
- Case study: Phase one to three application
- Case study: Dangers of a heavy-handed approach

Six Ways to Approach a Problem

- DeBono's hats and the value of wearing different hats
- Wearing the hat to make calculated decisions

The Problem Solving Toolkit

- Applying problem solving techniques and tools
- Case study: Profit problem

Thinking outside the Box

- Creative thinking methods
- The importance of Brainstorming

Team Decision Making Case Study

- Application of all skills learnt and implementing a matrix to structure thinking processes

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff’s excellent performance to peak performance.

For further details contact:

Rose Gray
Business and Executive Coach (WITS Business School)
Tel: +27 11 704 0720
Email: rose@kwelangatraining.co.za