



SOLVE PROBLEMS, MAKE DECISIONS AND IMPLEMENT SOLUTIONS (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.

This programme is intended for all persons who need to solve problems, make decisions and implement solutions and will lead you to a greater understanding of these elements. The unit standard specifies the knowledge and skills required 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.

COURSE CONTENT

Define the Problem

- Problem Solving and Decision Making
- Define the Problem
 - Define the problem according to the verified information
 - Rationale for consulting with stakeholders and role-players
 - Select a technique to formulate a problem definition in line with the context of the problem

Investigate the Problem

- Investigate a problem to ascertain the various components
- Obtain further information and critically examine all information for relevance to the problem

Generate Problem Solutions

- Generate possible solutions by using problem-solving techniques
- Identify criteria and use weighting to rank the proposed solutions
- Evaluate possible solutions against the established criteria

Implement Solutions

- Select the optimum solution(s)
- Consult with stakeholders prior to implementation to obtain commitment
- Implement the selected solution

Evaluate the Effectiveness of the Solution

- Identify criteria for the measurement of the effectiveness of the solution
- Evaluate the effectiveness of the solution against the criteria
- Identify and apply corrective action

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
- Presentation
- 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.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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