



VIRTUAL INSTRUCTOR-LED TRAINING PROBLEM SOLVING AND DECISION MAKING (4 x 3 HOUR SESSIONS)

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

If you are tired of applying dead-end solutions to recurring problems in your company, this workshop will help 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. 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

- De Bono'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

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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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