

PROBLEM SOLVING & DECISION MAKING 1 DAY

COURSE OVERVIEW

This 1-day course is all about identifying a problem and using some well-known and proven problem-solving tools to help solve it! Decision making knits into this with some gentle assertiveness training, tips on logical thinking and rationale.



CONTENT

- Establishing and using a systematic approach to problem solving
- Define a cause and how to create an opportunity from the problem
- Apply common tools used in problem solving
- Review of Tools:
 - Thought Shower
 - Fishbone
 - Force Field Analysis
 - Pareto
 - 5whys
 - SWOT Analysis
- SWOT Analysis live example
- Use a variety of decision making styles to suite the situation faced
- Overview of Plan –Do – Check – Act

COSTS

Per Person: £150 + VAT

Discounted price*: £120 + VAT

***20% discount applied for existing retainer clients**

Discounts available for group bookings

Training can be delivered at your premises or off-site at our unique training suite in Castleton