



Problem Solving & Decision Making – 1 Day Workshop

Overview

Successful organisations recognize that innovative thinking and focused solutions to problems significantly enhance business potential. Participants will develop the ability to quickly and effectively take the initiative to create solutions to problems as and when they occur. Delegates will use 'La Salle Matrix Thinking' as a framework for creating innovative solutions to business issues. This innovative workshop provides a structured approach to ensure that the cause of the problem is identified and dealt with, well balanced team decisions are made and that a new plan is created that leads to focused action. This practical one day workshop is facilitated using group discussion, individual exercises and team activities.

Outcomes

Following this workshop delegates will have developed the skills required to generate fresh and new ideas, communicate the benefits of change and create action plans that lead to accelerated implementation.

Content

Personal Awareness

- Individual Thinking Preferences
- The Solution Focused Mindset
- Working Effectively With Others
- Developing Motivation

Decision Making

- Forming Well Balanced Decisions
- Inclusive Decision Making
- The Consultative Approach
- Dealing With Perception
- Making Difficult Decisions
- Reaching Agreement & Creating Buy-in

Problem Solving

- Structured Problem Solving
- Identifying the Problem
- Getting to the Core of the Problem
- Moving From Emotional to Rational
- The Four Steps to Rational Problem Solving
- Creative Problem Solving Tools
- Managing Risk to Avoid Problems

Action Planning

- Developing Well Formed Outcomes
- Defining Success Criteria
- Planning for Implementation
- Communicating the Solution
- Managing the Plan
- Reviewing and reporting on progress