

**PROBLEM SOLVING AND DECISION MAKING FOR RESULTS MODULE**

|  |   |
|--|---|
| <b>Unit Standard</b>                   | <b>244611</b>   |
| <b>NQF</b>                             | <b>4</b>  |
| <b>Credits</b>                         | <b>3</b>  |
| <b>Duration</b>                        | <b>1 day</b>  |
| <b>Organisational Development Area</b> | <b>Managers, Supervisors and Team Leaders<br/>(Also suitable for staff in Management<br/>Development Process)</b> |

**COURSE OUTLINE**

- Problem solving as a unifier;
- Solving problems the "right" way;
- Legitimising problems;
- Problem-solving in business;
- Ethical issues in business when making decisions;
- Conflict of interest;
- Honesty and fairness;
- Communication;
- Framework for decision- making in business;
- Levels of decision-making in business;
- Steps in the decision-making process;
- Participation;
- Techniques to problem solving.