

PROBLEM SOLVING AND DECISION MAKING

Unit Standard	244611
NQF Level	4
Credits	3
Duration	2 Days
Organisational Development Area	Team leaders, supervisors and managers and section heads

SYNOPSIS

This course aims to help improve the learners' ability to make decisions in business by providing them with a model they can use to identify, analyse and resolve issues in business decision making.

The Problem-Solving Model;

- ✓ Phase one: Problem identification
- ✓ Phase two: Decision making
- ✓ Phase three: Planning and organising

The course will provide learners with tools to make informed decisions, improve decision-making and problem solving, by identifying, issues and recognising the approaches available to resolve them.

As a management professional your ability to identify current and potential problems and to make sound, timely decisions before and after affects performance of the organisation.

COURSE OUTLINE

- Learning Styles;
- Making Win-Win Decisions;
- Problem Solving Defined;
- The Problem-Solving Model:
 - ✓ Phase One: Problem Identification;
 - ✓ Phase Two: Decision Making;
 - ✓ Phase Three: Planning and Organising.
- A Problem-Solving Toolkit;
- The Problem-Solving Process;
- Fishbone Analysis;
- Gradients of Agreement;
- Facts vs. Information;
- Decision-Making Traps;
- Implementation;
- Types of Decisions.

COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Work effectively with others as a member of an organisation by obtaining stakeholder involvement in generating solutions to problems.
- Organise and manage him/her self and his/her activities responsibly and effectively in using the criteria for selection of optimum solution.
- Collect, analyse, organise, and critically evaluate information to ensure accurate problem definition.
- Use techniques in the formulation of the problem definition are explored and explained, according to theory and practice.
- Apply possible solutions are generated by using a range of problem-solving techniques.
- Apply steps in the decision-making process.