



Problem-Solving & Decision-Making - 2 days

Description

Success in today's rapidly changing and competitive environment depends upon being able to sort and analyze information, rapidly assess a situation, and come up with correct and timely solutions and decisions.

However, today's professionals are often overwhelmed by a mass of information from many sources. This workshop explains how to distinguish between important and less important inputs and how to apply effective techniques to the processes of problem solving and decision making. The workshop also includes exercises for establishing and reinforcing these techniques.

Audience

Persons in any jobs or roles in which problem solving and decision making are important.

Prerequisites

An understanding of communication skills is desirable such as that provided by our Communication Skills for IT Professionals workshop.

Objectives

After completing this course, participants should be able to:

- Recognize the drivers for effective problem solving and decision making
- Describe the problem-solving and decision-making life cycles
- Identify different types of problems and solutions and recognize the differences between symptoms and causes
- Describe how to gather, organize, and analyze information inputs
- Apply a variety of problem-solving and decision-making techniques
- Apply appropriate techniques to select a solution and make a decision

Course Topics

Introduction

Drivers for Effective Problem Solving and Decision Making

- Motivating factors
- Business drivers
- Complex technologies
- Ways of working in IT
- Teams and methods

The Problem-Solving and Decision-Making Process

- Problem resolution

Types of Problems and Solutions

- Problem identification
- Causes of problems
- Causes versus symptoms
- Identifying the causes

Managing Information Inputs

- Gathering information
- Organizing and analyzing information

Creative Techniques for Problem Solving and Decision Making

- Creative techniques
- Techniques for creative problem solving
- Brainstorming
- Sorting ideas

Selecting Solutions and Making Decisions

- Selection techniques
- Presenting a solution or decision
- Obtaining commitment and agreement

Conclusion

- Case Study Scenarios