

# Problem Solving and Decision Making

**Aim** To help participants develop their ability to resolve unplanned or unforeseen events

**Objectives** By the end of this workshop, participants will be able to:

1. Describe how to gather, analyse and interpret information effectively
2. Explain how to use a range of problem solving techniques
3. Use a range of analytical techniques to review management information and identify what action may be needed as a result
4. Describe the problem solving cycle
5. Explain how to make wise decisions using recognised analytical techniques
6. Planning the implementation and communication of decisions
7. Produce a personal action plan

## Format

This in-depth workshop blends practical principles, case studies and interactive exercises

## Overview

- Gathering and interpreting information to accurately define the problem
- How to define the nature, scope and impact of an issue
- Generating and evaluating options using effective decision making techniques
- How to use The Six Thinking Hats technique to facilitate group thinking and problem solving
- Recognising and overcoming bias in decision making
- The nine-step problem solving and decision making technique
- How to plan and implement solutions using foundational project management techniques
- Monitoring and review techniques to evaluate the effectiveness of decisions and their implementation
- Participants will finalise their personal action plans

