

Holistic Approach to Problem Solving and Decision Making

is offered under the Content Licensing Package

BACKGROUND



Problem solving is the biggest task every employee has to undertake in his/her daily course of work. Yet, organisations find that staff generally do not have a logical way to solve problems, which lead to rational decisions.

In this business world, things change so rapidly that assumptions made at a point in time are quickly

overrode by new developments. This leads to stakeholder management being a major challenge in almost all problem solving exercises and decisions made.

In this course, participants will learn how to solve problems in a systematic way, yet considering the various dynamic factors and assumptions that impact the decision making process.

COURSE OVERVIEW

The workshop will cover short lectures and discussions for the following topics:

- A. Problem Identification
 - Find the root cause
 - Identify the problem in the greater context of the organisations, industry, national and international arenas
- B. Basis for Decision Making
 - Establish the decision criteria
 - Align the Assumptions
 - Understand stakeholders' expectations
- C. Select the Best Solution
 - Identify alternative solutions
 - Analyse for the best solution
 - Comprehend the tradeoffs
- D. Get Buy-in
 - Communicate the decision
 - Manage stakeholders
- E. Implement the Solution
 - Establish action plan and implement it
 - Mitigate risks

BUSINESS FUTURE

C O N S U L T I N G

F. Monitor and Evaluate Performance

- Tools for monitoring the decision
- Evaluate and identify next steps

LEARNING OBJECTIVES

The company can benefit leading to much productivity achieved when decisions are made with considerations done in a holistic manner. At the end of the training, the participant will be able to:

- Identify the holistic considerations in the problem solving and decision making process.
- Apply essential tools in the analysis of alternative solutions.
- Be aware of stakeholder dynamics which may impact objective decision making.

LEARNING METHODOLOGY

A combination of short lectures, group discussions and case study.

TARGET AUDIENCE

Suitable for executives and management who are involved in problem solving and decision making processes at the workplace. This is a practical course which emphasizes on not just the steps to solve problems, but the real situations of our day-to-day work scenarios.

WHAT IS CONTENT LICENSING PACKAGE?

Content Licensing Package (CLP) is a unique content support to help company deliver their own training using ready made content. Your nominated trainer or staff member will undergo a train-the-trainer workshop and be supported with post workshop coaching sessions to enable him in delivering the training.

KEY TAKEAWAYS

- 1 year licensing for ready made content on “Holistic Approach on Problem Solving and Decision Making” which includes -
 - Presentation Slides;
 - Learner’s Workbook; and
 - Trainer’s Guide.
- Train-The-Trainer workshop for 1 pax
- 3 month post training email support
- Pre and post workshop coaching for first in-house run

Any further enquiries, please contact us at
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