Problem Solving Decision Making

Do you have what it takes to take on the New Millennium work challenges?
Are you stuck in a vicious cycle of handling endless issues at work?
Do you find making decisions difficult?

Introduction

Whether we realize it or not, we are dealing with problems everyday to provide solutions and make decisions. The problems that we face often disrupt our work plans and therefore scaled-down our overall productivity. As a matter of fact, many of our employees spend most of their productive time addressing issues. As a whole, many organizations were inevitably trapped in a vicious cycle of solving the unsolved issues over and over again.

Despite taking various actions, the issue does not seem to dissolve. One of the key reasons for this is the ability to view the problem at source. The best way to approach a problem is to first Understand the Problem itself. Hence, the knowledge and skills of Problem Solving & Decision Making, PSDM is essential.

The good news with proper approach, the PSDM can be learned and practically applied in various work issues situations. This involves both methodology and tool-based PSDM approach that would begin with deep analysis of the problem before establishing the yearning solutions. Therefore, we don't encourage problem solvers to jump into conclusion (solutions) without diagnosing the extent of the issue.

This course is specially developed for employees to master the skills of proper PSDM applications. The methodology and tools introduced are highly systematic, efficient and effective to address both complex and non-complex issues.

Program Objectives

This program aims to:
- To perform proper & systematic Root Cause Analysis in PSDM
- To develop better ideas, solutions & decisions that are sound & high quality
- To exhibit professional PSDM conduct that supports systematic & logical flow
- To know when to apply each PSDM steps & tools at various problem stages
- To introduce Critical Thinking mindset & Innovative Out-of-the-Box approaches to work issues

Learning Outcomes

After completing this training, participants should be able to:
- Developed a matured workforce in sound & quality PSDM applications
- Eliminate or Reduce current & potential issues within the organization

- Prevent avoidable failures & mistakes in managing the operations
- Improve overall organization work quality, productivity, cost, employee morale and customer satisfactions

Who Should Attend
Managers, Executives & Supervisors, Professionals & Project Management Personnel, Anyone who are leading a problem solving and/or improvement project team

Methodology
Interactive lecture, videos, presentation, discussion, case study, case simulation, Socratic questioning, flipped classroom, brain-storming, worksheet, problem solving, inductive method, team exercise, peer to peer, action learning, coaching and mentoring

Program Outline

Time	Day One
9.00am - 10.30am	**Overview of PSDM** Understanding the application of PSDM at work, why it didn't work & common challenges faced by employees. Distinction of complex & non-complex problems
10.30am - 11.00am	**Tea Break & Networking**
11.00am -1.00pm	**PSDM @ Work** Re-aligning of Mindset that sees & creates opportunities to overcome mental & physical barriers at work. Outline the examples of good PSDM deployment.Defining the actual problem & depth in order to select the right team members and develop an aligning goals & team charter. Introduction of Problem Solving Methodology & the critical effect Root Cause Analysis, RCA to the PSDM processes
1.00pm - 2.00pm	**Lunch Break & Networking**
2.00pm - 3.30pm	**RCA - Problem Analysis, Prioritizing & Identifying Problem Causes** Identifying the right information to gather, techniques in data collection & data arrangement. Tools application to segregate & prioritize crucial issues using the Pareto Diagram. Identifying possible and determining true causes using the Fishbone Diagram processes.

Time	
3.30pm - 4.00pm	**Tea Break & Networking**
4.00pm - 5.00pm	**Providing the Solutions** Outline direct action plans & follow-up methods in managing the PSDM progress, goals and team members momentum. Developing monitoring charts & team progress report.

Time	Day Two
9.00am - 10.00am	**Crisis Problem Solving Approach** Identifying the 3 crucial action-plans to address crisis situation. Applying the Decision Matrix to decision making of multiple criteria & complexity
10.30am - 11.00am	**Tea Break & Networking**
11.00am- 12.00pm	**Decision Making Viability** Analysis of decision viability through Cost-Benefit Analysis approach tool. Applying the CPC process to see & address the problem in a wider scopes to avoid any stones unturned
1.00pm - 2.00pm	**Lunch Break & Networking**
2.00pm - 3.30pm	**Risk Analysis in PSDM** Minimizing risk factors involve in PSDM using the critical WI approach to increase the solution depth and preventive measures
3.30pm - 4.00pm	**Tea Break & Networking**
4.00pm - 5.00pm	**Innovative Tools for Continuous Problem Solving** Introducing advanced tools such as Six Thinking Hats, TRIZ, and Design Thinking principles to enhance ongoing problem-solving practices. Participants will explore how these frameworks encourage creativity, structured analysis, and innovation in tackling complex workplace challenges.

MGT0052 Problem Solving Decision Making

© Humanology Sdn Bhd