



Problem Solving and Decision Making

Objectives:

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

- Identify components for building consensus
- Apply the three stage problem solving process to the workplace
- Define a problem, write a desired outcome statement, and find the root cause of a problem



Summary

Problem Solving and Decision Making instructs managers in employing a three-step process to solve problems, including understanding the issue, finding solutions, and planning next actions.

The course includes activities to promote creative problem solving and techniques to identify the starting issue, desired outcomes, and root causes of problems. In addition, it provides an opportunity to develop a personalized action plan for solving problems and making decisions in the future.