

Decision-making and Problem-solving – Tools and Techniques



Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30

Mike Phillips Training

Releasing potential through learning and development

Suitable for

All managers who wish to use a systematic approach to decision-making and problem-solving within their organisation and explore a range of tools and techniques to make this easier.

Aim

To introduce managers to a range of practical tools and techniques for analysing problems and decision-making within a team or organisation context. You will develop skills for tackling tough decisions and problems creatively and rationally.

Learning Outcomes

By the end of the course, you will be able to:

- Assess your own decision-making style
- Describe the decision-making process
- Explain how 'mind-set' can influence problem-solving and decision-making
- Identify the challenges of decision-making during change and how to overcome them
- List and use a range of creative decision-making tools and techniques
- Use the three basic perceptual positions when facing key problems

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Facilitation Skills: An Introduction
- ➔ Facilitation Skills: Theory and Practice (2 Days)
- ➔ Improving Your Performance through Emotional Intelligence (2 Days)
- ➔ Internal Communication – Don't hear it on the grapevine
- ➔ Managing Change
- ➔ Negotiation Skills
- ➔ Teambuilding – Getting Everyone to Pull in the Same Direction
- ➔ The Skills of Chairing Meetings

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"I really enjoyed the day and feel like I am leaving with tools and techniques that I can use on a day-to-day basis.

Practical and fun."

Course Participant
The Cricket Foundation

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