



## Course Outline

# Effective Decision-Making and Problem-Solving:

## Tools and Techniques

Minimum and Maximum Learners: 6 to 16    Duration: One Day    Timings: 10:00 – 16:30

### Suitable for

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Anyone involved in decision-making or dealing with team or organisational challenges

### Aim

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To introduce a range of tools and techniques that can assist with analysing problems and decision-making within a team or organisation context.

### Learning Outcomes

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

- ✔ **Describe** the decision-making process.
- ✔ **Identify** your personal decision-making style.
- ✔ **Recognise** the barriers to effective decision-making and how to overcome them.
- ✔ **List** and **use** a range of tools (including “fishbones”, grid Analysis, SWOT Analysis, Paired Comparison Analysis) for analysing challenges and problems.
- ✔ **Explain** how ‘mind-set’ can influence problem-solving and decision-making.
- ✔ **Use** the three basic perceptual positions when facing key problems.

✔ **List** and **use** a range of creative decision-making tools and techniques for problem solving and making decisions within their team and organisation.

✔ **Explain** the “Six Thinking Hats” and how to use them within teams and organisations to explore issues and solutions

✔ **Identify** the challenges of making decisions during change and how these may be overcome.

## Benefits of Attending

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✔ Feel confident and ready to put your learning into practice.

✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.

✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

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This course is highly interactive and uses engaging, ‘brain-friendly’ methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You’ll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

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

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➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)

➔ Assertiveness II: Assertiveness and Me: Putting it into Action (2 Days)

➔ Dealing with Difficult Behaviour and Situations in the Workplace

➔ Making the Most of Meetings II: Skills for those attending and participating in meetings

➔ Presentation Skills I: Magical Presentations to Engage, Empower, INSPIRE (2 Days)

➔ Time Management I: Mindset and Tools for Taking Back Control

