

# Problem Solving & Decision Making

From Understanding the Problem  
to Focus on the Solution

11 - 15 Jul 2022	Dubai	US\$ 4,350
03 - 07 Oct 2022	Dubai	US\$ 4,350
12 - 16 Dec 2022	Dubai	US\$ 4,350
10 - 14 Jul 2023	Dubai	US\$ 4,350
02 - 06 Oct 2023	Dubai	US\$ 4,350
11 - 15 Dec 2023	Dubai	US\$ 4,350



# Problem Solving & Decision Making

From Understanding the Problem to Focus on the Solution



## About the Course

The survival and maintenance of corporations in the market necessarily involve decision-making both in the strategic and tactical spheres. Our daily lives are full of these decisions. Having in its staff professionals capable of making decisions, from the simplest to the most complex, has become a necessity of the first order. In some situations, the modern world demands more actions and immediate reactions to unscheduled events or changes. New technologies and procedures appear all the time, making the solutions used just now obsolete in a short period of time.

Knowing how to evaluate all possible alternatives, the reflexes and consequences of each decision, and even choosing the one that best meets the company's objectives is imperative for managers and leaders in all sectors. Sometimes, situations that lack definition can have characteristics of high complexity, not offering a deadline or allowing to seek help in choosing the path to be followed. In moments of total solitude, the manager needs courage and determination to carry out his alternative.

This Problem Solving & Decision Making training course aims to provide the delegate with practical and straightforward tools to, in practice, be able to develop, analyse and think better about problems and their solutions, communicate in a guided and quality way to obtain better results, personal or team. The initiative also aims to work on methods and tools that facilitate the development of people and their resources, guiding them to improve self-knowledge, communication and interpersonal relationships.

## Core Objectives

The delegates will achieve the following objectives:

- Anticipate difficulties and consider alternatives
- Approach problems in a systematic, structured and creative way to prevent and eliminate recurring problems
- Recognise the importance of information in decision-making processes and problem-solving, knowing methods for its analysis
- Know and apply effective methodologies to optimise the process and the quality of decision making and problem-solving with maximum effectiveness
- Knowing in which situations to decide or solve problems individually and/or in groups
- Effectively communicate decisions, reducing resistance and promoting adherence

## Training Approach

To accelerate the development of the delegates significantly, there is a lot of practical content shared, which can (and should) be put into practice in the work environment immediately. Besides the theoretical presentation, the training will be structured based on group conducting techniques. Diversified activities and resources will be applied, such as group dynamics, audiovisual resources, simulations, exercises and case studies, to maximise delegates' participation, involvement and learning.

The training course is held in a face-to-face format and can be adapted according to the company's needs. Through the constant improvement of their skills, employees will be able to contribute consistently to the organisation, making the work environment even better, more human, collaborative and productive.

## The Attendees

**From the divergence and convergence of ideas, the result is an action plan with real objectives to be met to solve the problem at hand. We can find very similar problems in one company and another, but easy to solve, which we call programmed decisions. But the vast majority of problems that occur in companies are more complex and require preparation to solve them.**

**With this training, it is intended that its participants learn a set of techniques and methods that facilitate decision-making and problem solving and, above all, develop a set of personal skills that allow them to focus on solving the problem, having given the collective and organisational objectives.**

**Likewise, it will be valuable to the professionals but not limited to the following:**

- HR Managers
- Learning and Development Managers
- Managers and Directors
- Intermediate and Direct Managers
- Team Coordinator
- Business owners
- Those responsible for solving problems in their department
- Those that participate in decision-making processes

# DAILY DISCUSSION

## DAY ONE

### ANTICIPATION AND ANALYSIS OF PROBLEMS

- The importance of a correct clarification and definition of the problem
- Understand the source of the problem, its facts and its scope
- Fundamentals of Analysis and Problem Solving
- Aspects of individuals' behaviour that influence problem solving and decision making
- Emotional Management (fear, stress and anxiety): In problem solving and decision making
- Motivation and the Enabling States: How to generate more internal resources to resolve situations?

## DAY TWO

### HIGH IMPACT COMMUNICATION IN PROBLEM SOLVING

- The types of communication and how to use them in various scenarios
- Communication tools to build greater empathy and trust
- The behavioural patterns in written and verbal communication
- The Emotional Account
- Developing Creative Problem-Solving Methods
- Develop and select ideas evaluating possible solutions

## DAY THREE

### INSTRUMENTS AND TECHNIQUES FOR DECISION MAKING

- Logical process steps and personal styles
- The Value Chain: Where you can improve processes and ensure better decisions?
- Time Management: As a way to enhance better decisions

- Planning and Prioritising to enhance decision making
- Brainstorming to find solutions
- Communicate decisions and ensure adherence
- Evaluate the effectiveness of decisions

## DAY FOUR

### GROUP DECISION MAKING

- Knowing in which situations to decide or solve problems individually or in groups
- Roles in the Team
- Team Conflicts and Decision Making
- The Communication
- Active Listening
- Assertiveness
- The environment and organisational climate and their impact on the theme

## DAY FIVE

### SOLUTION ASSESSMENT

- Solution Evaluation
- Instruments to prevent the recurrence of a problem
- Collection and processing of information in the decision
- The preparation and treatment of information
- Information Analysis
- How to deal with information overload?