



## PROBLEMS, OPPORTUNITIES & CONTINUOUS IMPROVEMENT

# PROBLEM SOLVING & DECISION MAKING

1 DAY NON-CREDIT BEARING SHORT COURSE

Problem solving is a critical competency for a culture of continuous improvement. Employees, managers and teams need to, individually and collectively, pursue best practice using rational and creative skills to define the true problem, identify the root causes, create alternative solutions, select the most feasible and sustainable solution/s, and implement the solution/s. The ability to do this quickly in response to, or preferably in anticipation of problems and opportunities, will sustain a culture of continuous improvement.



## PARTICIPANT PROFILE

Employees and managers at all levels who require both rational and creative problem solving and decision-making skills.

## COURSE CONTENT

- Examples of problems faced and decisions made at different levels of the organisation
- Problem solving and continuous improvement
- Logical steps in the problem solving and decision making process
- Rational problem-solving techniques
- Creative problem-solving techniques
- When and how to involve other key people in the decision-making process
- Informing others of problems, solutions and implications

