

Training Title

Problem Solving & Decision Making

5 days

Training Venue and Dates

Problem Solving & Decision Making	5	14-18 February	\$3,300	Abu Dhabi
Problem Solving & Decision Making	5	19-23 September	\$3,300	Dubai

In any of 5 star hotel. Exact venue will be informed later.

Training Fees

- 3300 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

Language: English

TRAINING OVERVIEW

Course Description

Problem solving and decision making is the art of seeing clearly through a problem, evaluating alternatives, selecting from available options, and take decisions that better serve the interest and wants of your organization.

This seminar will introduce participants to the skills of problem solving and decision making through exploring how people create, un-intentionally, problems for themselves and the organization they serve, how to become pro-active for minimizing problems, and how to solve problems when faced with.

Course Objectives



Upon completion of this course, you will gain an understanding of the following Problem Solving and Decision Making skills

- Sources for problems
- Creating Problems, how to avoid it?
- Managing Resources
- Analyzing the problem
- The Basic steps for Problem Solving
- Preventing the problem
- The role of Planning, Knowledge, and Work processes in preventing problems from happening
- Negotiating a decision
- Working on Emergencies

Learning Methodology:

The course director will show some videos and PowerPoint presentations to participants. Discussion and exercises will follow to further explain the subjects. Participants will also learn by sharing of information among each others and the course director.

Who Should Attend

Employees specialized in either Soft issues such as management and marketing , or Hard issues such as engineering and medical specialties, supervisors, and team leaders

Outline

Day 1

Introduction and course objectives
Sources for problems
Creating Problems (Building Barriers)- and How to avoid it
Managing Resources

Day 2 :

Analyzing the Problem
The three stages of analytical skills
Needs Analysis
SWOT Analysis



Day 3

The Basic steps for Problem Solving
Setting Criteria (Attributes)
Weighing criteria
Taking Decision

Day 4 :

Exercise- Selecting a car
Constructing a value tree
Preventing the problem
The role of Planning, Knowledge, and Work processes in preventing problems from happening

Day 5 :

Solving Communication Problems
Negotiating a decision
Working on Emergencies

