

PROBLEM SOLVING and DECISION MAKING

by
LDI Instructor

Introduction

Every day at work, we have problems to solve and decision to make. The quality of our decisions will determine the quality of our future. Therefore, it is crucial that everyone in an organization should be able to solve problems correctly and make the right decisions.

In attending this course, participants will be able find the "real problem," separating symptoms from causes, and make sound decisions to enhance the positive impacts of the outcome.

What You'll Learn

- How problems get solved and decisions get made
- Using root-cause analysis to determine why the problem exists
- Specific models to guide successful efforts
- Techniques to increase the quantity of solution ideas while eliminating roadblocks
- How to focus on the importance of ideas through prioritization techniques
- Assessing the potential impact of a solution
- Using techniques to balance the positive and negative impact of solutions
- The need to be right and its impact on flexibility
- Factors affecting acceptance of solutions and decisions

Course Outline

What are Problems

- Define Problems
- Good and Bad Problems

Whole Brain Approach

Problem-Solving Map

Identify Problem
Precise & Concise
Gather Facts
Generate Possible Causes
Apply Learning to Your Job

Problem Analysis

The basic the problem-solving techniques
Advance problem Analysis
Choose the right analytical tools to solving problems

Risk Analysis

Risk identification
Tools and techniques

- System Diagrams
- Cause & Effect Diagrams
- SWOT Analysis
- PEST Analysis
- Cash Flow Forecasting with Spreadsheets
- USP Analysis

Portraying risk analysis results (numerical, ranking, and graphical methods)

Making Decisions

Clarify Purpose
Decision-making Tools

- Pareto Analysis
- Decision Trees
- Cost/Benefit Analysis

Evaluate Alternatives

Creativity

Why the need for creativity?
5 Steps in Achieving Creativity

Who Should Attend

This course will benefit everyone. Project leaders, managers, supervisors, team leaders, engineers, geologists, maintenance personnel, safety specialists, accountants, auditors, lawyers, purchasing and logistics people, contracts employees and HR personnel will find this course to useful.

For more information about the course, please visit lditraining.com or contact LDI Training at lditrain@indo.net.id.

LDI's Outline/Creative Problem Solving and Decision Making/