

# Problem Solving and Decision Making

## Course Objectives

By the end of the workshop you will:

- have improved your creative potential;
- have improved your thinking capacity;
- have analysed the problem solving and decision making processes
- have practiced a range of different methods to tackle different types of problem;
- understand how to facilitate and communicate with others in the problem solving and decision-making process.

## Course Programme

0915

Welcome and introductions

0930

Workshop objectives

Left brain/right brain functioning

Analysing the problem solving process

Analysing the decision making process

- Strategic thinking
- Conceptual thinking
- Analytical thinking

Lunch

Problem Solving Techniques:

- Mind Mapping
- SCRAP
- Environmental scanning methods
- Criteria/factor analysis
- Fishbone analysis
- Analysing risk

Facilitating and communicating with others in the process

- Tips for maximising the help and 'ownership' of others

Team problem solving/decision making exercise

Review and action plans

1630

Evaluation and close