IMSIMBI

TRAINING

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Imsimbi Training proudly presents

Problem Solving & Decision Making – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and material covers unit standards 242817 at NQF level 4 worth 8 credits.

SERVICES SETA

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COURSE OBJECTIVES

You have experienced times when you looked at solutions to work problems and said to yourself, “I should have thought of that”. But you didn’t. Some people find it easy to solve problems or challenges in the workplace while others find it almost impossible. This course aims to help you to improve your decision-making ability through critical thinking, problem analysis and the creative development of solutions.

COURSE OUTCOMES

Upon completion of this course, the participants should be able to:

- Identify the main obstacles that prevent problems from being solved in the organization
- Understand the components required for successful problem solving
- Understand the importance of proper problem solving activity
- Use problem solving techniques to improve productivity and profitability
- Explain the benefits of having an effective and proactive approach to solving problems

The course will cover the following items below:

What is a Problem?

A Problem is a Deviation from Acceptable Performance

There is a gap between what is actually happening and what is supposed to be happening

Solving the problem will close the performance gap

Why Solve Problems?

• In an organization where problems exist but remain unsolved the following can occur:

– De-motivation of staff

– Loss of customers

– Waste of resources



-Reduction of profit

– Compromised growth / survival potential

• Solving a problem usually removes an impediment from work leading to:

– Increased productivity

– Increased enjoyment

– Less stress

– Improved quality

– Improved efficiency

Problem Solving Journey

• There are 4 main phases in the problem solving journey:

– Problem Identification

– Cause Identification

– Remedy identification

– Remedy implementation

These can be further classified as:

• Diagnostic activities

• Remedial activities

Problem solving processes are:

– Suitable

– Flexible

– Robust



COURSE CONTENT

- ✓ Problem solving teams
- ✓ Define the problem
- ✓ Monitor implementation of the plan
- ✓ Verify if the problem has been resolved or not
- ✓ What is creativity?
- ✓ How does creative thinking work?
- ✓ Problem solving
- ✓ Leader as facilitator of creativity
- ✓ Cost/benefit analysis
- ✓ evaluating quantitatively whether to follow a course of action
- ✓ Cost/ benefits
- ✓ Pareto analysis
- ✓ Star bursting
- ✓ understanding new ideas by brainstorming questions
- ✓ Decision tree analysis
- ✓ Calculating tree values
- ✓ Calculating the value of decision nodes
- ✓ The Mckinsey 7s framework
- ✓ The seven elements
- ✓ work breakdown structure and scheduling
- ✓ Corrective action



COURSE OUTLINE

The nature and importance of self-awareness in problem solving

• Introduction to a holistic view of self -awareness

• Understand the role of self-awareness in pro-active identification of potential problems

Understanding how the human mind works

• How thinking and reasoning processes operate

• Barriers to sound reasoning

• How to control and evaluate your thought processes

Forming problem solving teams

• The characteristics of high performing teams

• Individuals versus teams

Problem solving approach

• Problem definition

• Causal analysis

• Alternative approaches

- Selection of solution
- Implementation plan
- Monitoring



Creative Thinking

- What it is and what it's not
- Lateral thinking
- De Bono's six hats exercise
- Thinking outside the box

Problem Analysis tools and techniques

- Cost benefit analysis
- Pareto analysis
- Star-bursting
- Decision tree analysis
- McKinsey 7's Framework

Decision Making steps are included in the above problem solving processes

Decision Making tools

Although the facilitator will provide input, the course is highly interactive and participants will be involved in practical problem solving activities.

