

“Decision Making & Problem Solving” Training Program (English Material)

Course Length: 12 Hours @ 4 days

Course Brief Description

Making good decisions: If you want to lead effectively, you need to be able to make good decisions. If you can learn to do this in a timely and well-considered way, then you can lead your team to spectacular and well-deserved success. However, if you dither or make poor decisions, your team risks failure and your time as a leader will probably be brutally short. The techniques in this course help you to make the best decisions possible with the information you have available. They help you map out the likely consequences of decisions, work out the importance of individual factors, and choose the best courses of action. The course will highlight some simple techniques that help you to make decisions where many factors are claiming your attention. It then moves on to explain more powerful techniques, such as use of Decision Trees, 6 Thinking Hats and Cost/Benefit Analysis, which are routinely used in commercial Decision Making.

Problem Solving Techniques: The tools in this section help you solve complicated business problems. By using these techniques, you can start to tackle problems that might otherwise seem huge, overwhelming, and excessively complex. As such, these tools give you a starting point in solving problems that would leave other people feeling helpless, and intimidated by the situation.

The section starts with some simple complexity skills. It then moves on to look at more powerful, 'industrial strength' techniques like use of Systems Diagrams, SWOT Analysis, Cash Flow Forecasting and Risk Analysis. We conclude with four powerful business strategy tools: Porter's Five Forces, PEST Analysis, Value Chain Analysis and USP Analysis.

Course Objectives

At the end of this course you will be able to:

- Learn and implement decision making techniques
- Learn and implement problem solving techniques

Training method

Due to the course objectives, the program has been designed to contain at least four activities to apply the learned techniques; decision making and problem solving. So, Simulations technique will be used. This sort of training involves an employee being placed into a simulated situation of what may occur in real on-the-job situations. Also, case studies where trainees analyze a problem outlined in a report and offer solutions; role playing where simulated roles are acted out; and behavioral modeling where trainees observe proper work behavior and then role play it.

Course content

- Models of decision making and systems thinking
 - Types of decision and models
 - Organization as systems
 - Making better decisions
- Strategic decision making
 - Competitive strategy
 - Strategic thinking and analysis
 - Tools and techniques of strategy
- Value-based strategic management
 - Value-based management
 - Searching for a competitive strategy
 - Market-driven organizations

- Industry and competitor analysis
 - Competitor analysis
 - Five forces model
 - Strategic groups

- Source of competitive advantage
 - Cost analysis
 - Value added and brands
 - Differentiation and segmentation
 - Improving the product
 - Capabilities and resources

- Characteristics of difficult problems
 - In transparency (lack of clarity of the situation)
 - Multiple goals
 - Complexity (large numbers of items, interrelations, and decisions)
 - Dynamics (time considerations)

- Problem-solving techniques
 - Business problem-solving:
 - Systems Diagrams
 - SWOT Analysis
 - Cash Flow Forecasting
 - Risk Analysis

 - Common problem-solving techniques:
 - Divide and conquer
 - Means-end analysis
 - Trial-and-error (also called guess and check)
 - Brainstorming

- Research
- Delegation: delegating the problem to others.
- Root Cause Analysis
- Others