



MARBLE ARCHES

Trainings & Events

Effective Problem-Solving and Decision-Making

Introduction:

Problem-solving and effective decision-making are essential skills in today's fast-paced and ever-changing workplace. Both require a systematic yet creative approach to address today's business concerns. This course will teach an overarching process of how to identify problems to generate potential solutions and how to apply decision-making styles in order to implement and assess those solutions. Through this process, you will gain confidence in assessing problems accurately, selecting the appropriate decision-making approaches for the situation at hand, making team decisions, and measuring the success of the solution's implementation. Using case studies and situations encountered by class members, you will explore proven, successful problem-solving and decision-making models and methods that can be readily transferred to workplace projects.

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Tel: +6017-3370965 • WhatsApp: +6017-3370965

Email: info@marblearches.com • Website: www.marblearches.com

(Company No : 202203261259 (NS0275491-D))



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Training Period: 2-Days

Targeted Groups:

Critical Thinking can be used for general problem solving and decision making, along with specific tactical and strategic business issues. Thus, it's not a surprise that Critical Thinking benefits everyone (individuals to CEO), and in just about every industry.

Course Objectives:

This course was designed to let the participants able to:

- ✓ Explain both the affordances and limitations associated with problem-solving and decision-making
- ✓ Reflect on how mindset and personal bias influence your ability to solve problems and make decisions
- ✓ Explain and discuss how organizational decisions or non-decisions impact personal development, team dynamics, and company-wide performance
- ✓ Articulate how both good and bad team decisions can benefit your professional growth

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Course Content:

Unit 1: Identifying the Problem

- ✓ Problem Solving in Today's Workplace
- ✓ Introduction: Problem-Solving and Decision-Making Process
- ✓ The Problem-Solving and Decision-Making Process
- ✓ Course Example: Hybrid Work Environment
- ✓ Problem Parameters
- ✓ Identify the Problem

Unit 2: Generating Solution

- ✓ Mindset & Personal Bias
- ✓ Problem Solving Styles
- ✓ Generate Solutions
- ✓ Generate Solutions: Hybrid Work Environment Example

Unit 3: Make the decision

- ✓ Decisions Making Styles
- ✓ Choose a Solution
- ✓ Make the Decision: Hybrid Work Environment Example

Unit 4: Implement and Assess the Solution

- ✓ Implement the Solution
- ✓ Assess the Solution
- ✓ Review: Implement and Assess the Solution

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