

PROBLEM SOLVING & DECISION-MAKING

How to engage your people



OVERVIEW

Solving problems and making decisions are key skills we demonstrate every day.

The way that we carry this out and how quickly we do so varies from one person to another.

From instant decision making to a more considered approach will also depend upon the impact the decision will have on the outcome.

This practical one-day workshop aims to look at the different techniques and approaches to give

people a range of options when deciding upon the right approach for the right situation.

WHAT'S IN IT FOR YOU?

- Understand some of the neuroscience behind making decisions
- Learn how to analyse the root causes of problems faced
- Discuss a range of creativity techniques for looking for solutions
- Discover how different tools can assist in the decision making process
- Learn techniques for making decisions during uncertainty

WORKSHOP OUTLINE

(Full-day version, 9.30 – 5.00)

1 The neuro science behind decision making

- Thinking fast and slow
- Instant vs considered decision making
- Assessing the effectiveness of each approach

2 Analysing the root cause of key challenges

- Why it's important to discover the root cause
- Professor Ishikawa's fishbone diagram
- Putting it into practice

3 Applying creativity to the problem solving process

- Understanding the power of brainstorming
- Using alternative brainstorming techniques
- The Walt Disney approach to creativity and innovation

4 Using objective judgment in decision making

- Costs vs benefits analysis
- Forcefield analysis
- Putting it into practice

5 Making decisions during uncertainty

- Letting go of perfection
- Taking a dragonfly view
- Applying the 80/20 rule

6 Moving from a fixed to a growth mindset

- Being open-minded in our thinking
- Learning from our mistakes
- Experimentation vs risk aversion

7 Action plans / next steps

- What will you put into practice?
- Planning your next steps