

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in 2 days (12 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

People required to analyze various situations and make the best decision, either on their own or as a team.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Personal Effectiveness" Series

Problem Analysis and Decision Making

DESCRIPTION

We all have to solve problems in our personal and professional lives. This session covers key items on this topic, such as: being able to acknowledge and assess a problem, analyze its causes, develop alternative solutions, make the right decisions, and develop and implement innovative solutions to resolve the situation.

OBJECTIVES

Allowing the participant to:

- Identify real problems
- Analyze the causes and consequences of such problems
- Make lasting decisions
- Implement such decisions and evaluate their results
- Use the right techniques and tools

COURSE CONTENT

An Organized Process

- Concept
- Process
- Types of Decisions
- Conditions
- Influences
- Rules

Problem Solving

- Identifying the problem
- Understanding the problem
- Comparing Facts
- Identifying possible causes
- Finding out probable causes
- Validating causes

Decision Making

- Setting a goal
- Developing analysis criteria for each alternative
- Developing alternatives
- Evaluating alternatives
- Assessing risks

Implementation

- Setting goals
- Developing an action plan
- Evaluating an action plan

Evaluating Corrective Measures

Designing Your Personal Action Plan