TMY-SS10: Problem Solving and Decision Making Skills

Course Code: TMY-SS10
Duration: 2 days
Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

First, identify the root cause and develop the problem statement to avoid wasting time on symptoms. Methods of gathering data are given so that solid conclusions are formed. Numerous creative ways to develop solutions are shared. Decision making models and strategies are used to choose the best solution to implement.

SKILLS COVERED

Upon completion of this program, the participants will be able to:

- Use analytical thinking to form conclusions, and creative thinking to solve problems
- Use a 5-step process to identify the root cause of a problem, gather and analyse facts to develop workable solutions
- Re-kindle their creative skills to develop innovative solutions
- Know their default decision making style
- Know the decision making models and strategies to select the best solution

WHO SHOULD ATTEND?

This program is suitable for Staff, supervisors and managers who need to solve problems.

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES

Module 1: Analytical and Creative Thinking

- Convergence of analytical thinking
- Divergence of creative thinking
- Creative thinking to solve problems

Module 2: To Avoid the 6 Common pitfalls in problem solving

- Define the problem statement first
- Use experience from past efforts
- What is the real question?
- Ask focusing questions
- Understand cause and effect
- Evaluate consequences

Module 3: A 5-Step Methodology To Develop Solutions for Problems

- Identify the root cause of a problem
- Form a hypothesis
- How to gather facts
- Analyse facts to form conclusions
- Develop solutions

Module 4: Identify the Root Cause of the Problem and Develop Solutions

Identify the root cause of the problem

- 5 whys
- Process mapping etc
- How to use WHO, WHAT, WHERE, WHEN,WHY and HOW
- The 7 elements in developing the problem statement

Form a hypothesis

- Form a hypothesis that will be either supported or rejected by facts gathered

How to gather facts

- Identify data needs
- Qualitative and Quantitative Data collection techniques

Analyse facts to form conclusions

- Techniques
- SWOT
- Benchmarks
- Cost benefit etc
- Form conclusions based on facts

Develop solutions

- Use the experience gained from previous efforts to solve this problem
- SCAMPER
- Brainstorm / Crawford Slip for ideas and Affinity Diagram to group ideas generated
- Six Thinking Hats for divergent and convergent thinking
- Be creative (more in Module 5)
- Factors that must be included in solution
- Risks
- Cost / Benefit analysis
- Timeline
- The methodology consultants use to get solutions that are based on facts

Module 5: Creativity re-ignited

- The most important creative skill (Harvard research on 3,000 executives over 6 years)
- Examples of iconic innovative products that took significant market share
- The second most important creative skill
- Examples of 2 products that grabbed significant market share, including a product that sold for 80 million British pounds in a few years
- Creativity stimulation

- Lots of activities for you to practice your creative skills

Module 6: Decision Making

- Consequences
- Will this solution cause problems elsewhere when implemented?
- Decision making models
- Decision matrix
- Pareto analysis
- Decision making strategies
- Maximax
- Minimax
- Maximin
- Group decision making
- Advantages and disadvantages
- Ethics check
- Self-discovery – what is your decision making style?
- How it affects the amount of data collected and
- How it affects others in your decision making team
- The main points of each decision making style
- Decide on the "best" recommendation

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