



CONTINUING EDUCATION

Kepner-Tregoe's - Problem Solving & Decision Making

CEQAL-600

A worldwide acclaimed step-by-step approach for successfully solving problems, making good decisions, and analyzing potential risks and opportunities. The innovative methodologies maximize critical thinking skills, systematically organize and prioritize information, set objectives, evaluate alternatives, and analyze impact. The common language and process allows people with diverse content knowledge and skills to successfully resolve business issues.

During workshop training, coached applications will help address the actual problems and decisions you face at work. The process is so effective that it becomes "the way things are done" at many organizations and is the basis of many operational improvement programs.

Who Should Attend: Top executives, managers at all levels including supervisors. Employees and support staff who participate in problem solving and decision making within their work units are also encouraged to attend.

Duration: 24 Hours – 3 day course

CEU's Credits: 2.4

Prerequisites: None

Course Content: Approximately 60 percent of the workshop is dedicated to case practice and on-the-job application.

The fundamental processes learned in the workshop are:

Situation Appraisal

- Participants learn to look at the whole picture by identifying and evaluating overall situation.
- Concerns/problems are then broken into manageable issues and prioritized.
- Action plans developed for the effective resolution of issues including what analysis is required and who needs to be involved.

Problem Analysis

- Participants learn to resolve problems by first defining the problem in detail.
- Possible causes identified and then tested against the “problem definition.”
- Learn techniques to verify the true cause of a problem before taking expensive corrective action.

Decision Analysis

- Learn applicable decision-making procedures when the choice between alternatives is unclear.
- Clarification of the purpose of the decisions
- Formulating clear objectives
- Evaluation of courses of action and assess related risks prior
- Develop a common language for promoting effective decision making throughout an organization.

Potential Problem and Opportunity Analysis

- Anticipate potential problems and opportunities and their likely causes
- Develop preventive or promoting actions to protect or enhance a plan

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar