

## **Effective Problem Solving and Decision Making: A Tool Box of Skills and Techniques Virtual Workshop**

This workshop aims to equip participants with the skills required to use strategies to solve problems and make decisions and to ensure that the outcomes are aligned to the organization's needs. It is an interactive workshop which attendees will develop and use the strategies presented to improve the efficiency and effectiveness of their decisions.

### **Participants will be able to:**

- Contextualize an issue
- Have the capability to think innovatively to solve problems
- Apply simple, flexible and effective frameworks to problem solving and decision making
- Select the appropriate problem solving and decision making techniques for different situations
- Make decisions taking into account all variables, including human capital consequences

### **Content**

#### **1. PROBLEM SOLVING AND DECISION MAKING CONCEPTS**

- What, Why, When, Where, Who Strategies
- Building the Skill Sets
- Context
- Inductive, Deductive, and Abductive Thinking
- Self-Assessment

#### **2. PROBLEM SOLVING**

- Summary of Techniques
- Techniques
  - Force Field Analysis
  - The Fishbone Diagram
  - The 5 Why Technique
  - Affinity Diagram
  - Critical Thinking Steps
  - Design Thinking



“Your Total Training Resource”

### **3. DECISION-MAKING**

- How to Make Decisions
- Techniques
  - Effort/Impact Grid
  - How to Prioritize
  - Prioritization Matrix
  - Group Decision Making Steps
    - Multi-Voting
    - Nominal Group Technique

### **4. TAKE ACTION**

- Apply Techniques to Work Situations
- A Competency Checklist
- Key Learning
- Commitments



“Your Total Training Resource”

## Registration Information

**Time:** This is a 6.5 hour virtual workshop 9am – 4:30pm with 1 hour lunch break.

**Pricing:** The per person fee for 1-2 participants is \$335.00; for 3 or more the fee is \$295.00 per person.

### Other Information:

- The session will be delivered on the Zoom platform so all participants will work from their own workspace and use their own computer. Zoom has video capability but, if the participant's computer is not equipped with a camera, audio will also work.
- *To register we will need the name of each participant and their email address.*
- **Five (5) days before the date of the session we will send each participant an electronic copy of the course materials. Additionally, we will provide a link of a Meeting ID that when clicked on will allow the participant to enter the training room. Please have participants check their spam/junk folders starting 5 days before the session as often the invitation may end up in that folder- info will come from [smalan@c-kg.com](mailto:smalan@c-kg.com).** For those signing up less than 5 days prior, it will be no problem as we will immediately provide this information.
- Participants should enter the Zoom training room at least 15 minutes (8:45 AM) before the start time.
- The session will be limited to 20 participants to allow for, and ensure, maximum interaction, participation and engagement.

**To register** or for additional information either email, phone or complete the [online registration form](#).

**Email/Phone:** Ken Keller ([kkeller@c-kg.com](mailto:kkeller@c-kg.com) 847-331-9497) or Darryl Harris ([darryl.ckg@gmail.com](mailto:darryl.ckg@gmail.com) 630-730-4393) or Sue Malan ([smalan@c-kg.com](mailto:smalan@c-kg.com) 630-495-0505)

**Register online:** [Complete form by clicking here](#). If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

**[To see a complete list of our current workshops click here.](#)**

Customized onsite workshops are also available in person and virtually and are instructor led. Please contact us with any questions.