

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

This one day 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

## Registration Information

**Time:** Workshops scheduled from 9:00 a.m. to 4:30 p.m.

**Pricing:** 1-2 attendees \$295 per person, 3+ attendees \$255 per person.

**Location:** Hilton Garden Inn O'Hare, 2930 S. River Road, Des Plaines, IL 60018  
(Just north of Devon Avenue, past Rivers Casino.)

[Click here to download a map and directions.](#)

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

**Email:** Ken Keller at [kkeller@c-k-g.com](mailto:kkeller@c-k-g.com) or Dean Carroll at [dc Carroll@c-k-g.com](mailto:dc Carroll@c-k-g.com) or

**Phone:** (630) 495-0505 or (800) 869-7497.

**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 live onsite workshops or virtual workshops are also available.

Please contact us with any questions or concerns you may have. Email: Ken Keller at [kkeller@c-k-g.com](mailto:kkeller@c-k-g.com) or Dean Carroll at [dc Carroll@c-k-g.com](mailto:dc Carroll@c-k-g.com) or phone: (630) 495-0505 or (800) 869-7497.