

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

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 \$275 per person, 3+ attendees \$245 per person.

Current Location: DePaul University, O'Hare Campus, 8770 W. Bryn Mawr Ave., Chicago, Illinois 60631
([Click here to download a map and directions](#))

Starting June 1, 2018 all workshops will be in our new location:

New Location: OLC Education & Conference Center (The name on the building is AAOS.), 9400 W. Higgins Road, Suite 100, Rosemont, IL 60018-4975 The parking garage next door has free parking with validation, available at the front desk.

To register or for additional information either email, phone or complete the [online registration form](#). **Email:** Ken Keller at kkeller@c-k-g.com or Dean Carroll at dcarrroll@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 onsite workshops are also available.

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