Problem Solving & Decision Making

The ability to think critically is key to making good decisions. The best leaders do more than act on intuition alone. This means not just going with your gut, but rather systematically determining what knowledge is lacking and obtaining it. When you look at all possible sources of information with an open mind, informed decisions can be made based on facts rather than intuition alone. It's important for today's leaders to know how to clearly define a problem, apply a variety of problem-solving tools and techniques to actual business problems, generate a range of effective solutions, make better, more informed decisions, and avoid biases that get in the way of effective problem solving and decision making. Bad decisions can make a problem worse. An important part of a manager or leader's job is to solve problems and make good decisions.

Outcomes

Available as classroom, live virtual, or on-demand, Problem Solving and Decision Making delivers positive impact for any organization. Consider this program to:

- Enhance problem solving skills of organization decision makers.
- Separate symptoms from problems utilizing root cause analysis
- Help decision makers establish a systematic approach to problem solving
- Ability to communicate decisions and influence decision makers.

"Successful problem solving requires finding the right solution to the right problem. We fail more often because we solve the wrong problem than because we get the wrong solution to the right problem."

— Russell Ackoff

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