

# PROBLEM SOLVING & DECISION MAKING

## VIRTUAL TRAINING TO MAXIMISE YOUR RESULTS

The Problem Solving & Decision Making method is a step-by-step process for successfully solving problems, prioritising issues, making good decisions, and analysing potential risks and opportunities. It equips learners with the necessary skills that become the foundation of efficient problem solving. For over 62 years, global organisations have trusted KT's methods to deliver effective results, fast.



### ***Situation Appraisal: Clear thinking for complex situations***

Teaches learners to clarify the issues that matter in complex situations and determine how concerns should be prioritised and handled. A plan is developed for the effective resolution of each issue including what analysis is required, who needs to be involved, and when specific actions should be taken. Situation Appraisal quickly clarifies complex situations, makes priorities visible, and avoids action without direction.

### ***Problem Analysis: Clear thinking for tough problems***

Teaches learners to find cause by organising and analysing key factual information about the problem. Possible causes are identified and then tested against these facts. Learners verify the true cause of the problem and consider where both the cause and any fixes may have additional impact. Problem Analysis ensures cause is known before fixes are implemented.

### ***Decision Analysis: Clear thinking for difficult decisions***

Teaches learners to clarify the purpose of their decisions and form clear, measurable objectives. They evaluate an appropriate range of alternatives and assess related risks prior to making a decision. Decision Analysis ensures fully informed choices that maximise benefits and minimize risks.

### ***Potential Problem Analysis: Clear thinking for managing risks***

Teaches learners to anticipate threats to the success of planned actions. They consider causes for each potential problem and how to prevent them. They also consider contingent actions and specific triggers if the problems occur. Potential Problem Analysis helps prepare in advance and avoid unplanned reactive actions.

### ***Potential Opportunity Analysis: Clear thinking for leveraging opportunities***

Teaches learners to anticipate and leverage extra benefits from planned actions. They consider causes for each potential opportunity and how to promote them. They also consider capitalizing actions and specific triggers if the opportunities occur. Potential Opportunity Analysis helps prepare in advance to gain the advantage when things go better than expected.

## LEARNING OBJECTIVES

Completion of the KT Problem Solving & Decision Making workshop enables learners to:

- Understand the basic process steps
- Question incisively and listen intently to access relevant information
- Interact more effectively as a team through use of a common approach and language
- Recognise when participation from others is needed to create commitment or enhance the quality of a solution
- Apply the concepts on-the-job in order to achieve organisational results

## VIRTUAL LEARNING DESIGN

By using a mixture of live webmeetings, eLearning modules and case studies, we offer an extended learning experience.

Each day provides chances to use KT methods to solve real business problems to get your return on investment immediately.

And by working from your desk or home, you can avoid the stresses of travel.

Access to a skilled KT consultant over 4 days as well as subsequent coaching further enhances your experience.

Day 1	Day 2	Day 3	Day 4
<b>10:00 to 15:00</b>	<b>10:00 to 16:00</b>	<b>10:00 to 16:00</b>	<b>9:00 to 15:00</b>
Opening webcast: Class overview	Webcast: Review SA applications	Webcast: Review PA applications	Webcast: Review PA applications
Situation Appraisal Discovery <i>Soter Situation</i>	Problem Analysis: data gathering	Webcast: Review PA applications	Teach Decision Analysis: Clarify Purpose
KTPProcess overview	Problem Analysis Case Practice (MCC)	Problem Analysis: advanced ways to find cause	Decision Analysis case study
break	break	break	Teach Decision Analysis: Evaluate Alternatives and risks
Teach Situation Appraisal: Identify Concerns, Set Priority	Problem Analysis: Finding cause(s)	break	break
Situation Appraisal case study	Problem Analysis Case Practice (cont.)	Problem Analysis Case Practice: advanced techniques	Decision Analysis case study
LUNCH	LUNCH	LUNCH	LUNCH
Situation Appraisal: Plan Next Steps & Involvement	Questioning & Listening Skills	briefing for assignment: PA applications	Teach Potential Problem Analysis
Complete case study	briefing for assignment: PA applications	Problem Analysis on own projects, work, systems, plans, problems	Potential Problem Analysis on own projects, work, systems, plans, problems
briefing for assignment: SA applications	Problem Analysis on own projects, work, systems, plans, problems	break	Final planning for ongoing benefit
Situation Appraisal on own projects, work, systems, plans, problems	break	eLearning module: Decision Analysis	
break	Reading: New Rational Manager Ch 2 & 3	Submit application to trainer	
eLearning module: Problem Analysis	Submit application to trainer		
Submit application to trainer			