

Course duration

- 2 days

Course Benefits

- Learn how to define the problem at hand.
- Examine tools for generating possible solutions to the problem.
- Explore how to evaluate and select possible alternative solutions.
- Determine how to effectively implement the solution you have chosen.
- Evaluate that solution for effectiveness.
- Learn the fundamentals of strategic decision making.
- Learn to plan, frame, and research decisions.
- Learn to develop numerous high-quality options and select the best one.
- Learn to use decision-making strategies to improve negotiation skills.
- Learn to overcome decision making barriers.

Available Delivery Methods

Public Class

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

Private Class

Private classes are delivered for groups at your offices or a location of your choice.

Course Outline

1. Defining the Problem
 1. Why This Is an Important First Step
 2. Tools for Defining the Problem
 1. Root-Cause Analysis
 2. Diagramming
 3. The Six Ws
 4. CATWOE
2. Generating Possible Solutions
 1. Use a Mind Map
 2. Brainstorming Techniques
 1. Freewriting

2. Word Association
 3. Listing
3. Shift Your Perspective
4. Challenge Assumptions: Restate the Issue
3. Evaluating and Selecting Alternatives
 1. Determine the Most Workable and Reasonable Solution
 1. What Is the Best Solution?
 2. Occam's Razor: Why the Simplest Solution Is Usually the Best
 1. Occam's Razor Example
4. Implementing Your Solution
 1. Gain Acceptance from Stakeholders
 1. Who Are Your Stakeholders?
 2. How to Get Buy-in
 3. Identify Your Message
 4. Compose a Clear and Concise Message
 5. Identify Action Steps and a Communication Plan
 2. Define Resources Needed to Implement the Solution
 3. Implement a Contingency Plan
 1. What Could Go Wrong?
5. Evaluating Your Solution
 1. Follow Up to Ensure that the Problem Is Solved
 1. Customer Surveys
 2. Group or Individual Meetings
 3. Checkpoints
 4. The Importance of Flexibility
 2. Determine Lessons Learned, to Avoid Future Problems
 1. Try to Determine the Problem's Cause
 2. What Could You Have Done Differently?
 3. Was It the Best Solution?
 4. Record Lessons Learned and Share
 3. Suggest Improvements to the Solution
 1. Celebrate Achievements
6. Preparing to Make Decisions
 1. Fundamentals of Decision Making
 2. Defining Decisions
 3. Decision Frames
 4. Researching Decisions
7. Decision Options
 1. Generating Options
 2. Selecting an Option
8. Decision Results
 1. Results of Your Decisions
 2. Learning from the experience of Others
9. Complex Decisions
 1. Decision Scenarios
 2. Linked Decisions
10. Group Decisions

- 1. Making Group Decisions
- 2. Overcoming Decision Making Barriers
- 11. Negotiation Decisions
 - 1. Making Negotiation Decisions
 - 2. Decision Making Pitfalls for Negotiators

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.