



# PROBLEM SOLVING & DECISION MAKING

**Applied Critical and Creative Process Skills for Continuous Improvement**



FOCUS ON	TOOLS/SKILLS LEARNED	LEAVE PROGRAM WITH
<b>TEAMWORK</b>	Meeting planning techniques Group Effectiveness Critique	How to plan, conduct, and participate in effective meetings
<b>CAUSE ANALYSIS</b>	Deviation Analysis Worksheet Distinction Analysis Worksheet Force Field Worksheet	Skills and methods to determine root cause(s) when problems occur
<b>CREATIVE PROBLEM SOLVING</b>	Techniques for problem definition and idea generation	Several creative solutions to a major concern that required an innovative approach
<b>DECISION MAKING</b>	Decision Making Matrix	An important decision having been systematically made
<b>ANTICIPATING PROBLEMS</b>	Anticipating Problems Worksheet	Skills and methods to sense obstacles and apply effective preventative and contingent actions to assure success
<b>PLANNING</b>	Techniques for building and implementing plans that succeed	An action plan to implement a "live" solution and apply the skills on an on-going basis
<b>SITUATION ANALYSIS</b>	Process questions for analyzing complex situations to separate and prioritize into manageable concerns	Having separated and prioritized a major concern

**QUALITY OF SOLUTION X QUALITY OF IMPLEMENTATION = SUCCESS**



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## Sustain The Impact

It is clear that speed, accuracy and effectiveness in decision making, problem solving and innovation have dramatic bottom line impact for any organization.

Therefore, we've developed a unique **Sustain the Impact** process that is integrated with our PROBLEM SOLVING & DECISION MAKING (PSDM) workshop. The process is designed to involve workshop participants and their managers before, during, and after the workshop to improve on-the-job performance and **celebrate their success.**

BEFORE	DURING	AFTER
<ul style="list-style-type: none"> <li>• Identification of specific issues before the workshop</li> <li>• Correspondence with the participant</li> <li>• Correspondence with the manager</li> <li>• Participant and manager agree on issues to address</li> </ul>	<ul style="list-style-type: none"> <li>• Work on critical issues participants have identified</li> <li>• Work in teams similar to real-life settings</li> <li>• Demonstration and discussion of numerous short-cuts</li> <li>• Commitment to apply at least two informal uses of the processes within two weeks</li> <li>• Plan the on-the-job use of PSDM processes</li> </ul>	<ul style="list-style-type: none"> <li>• Participant and manager meet to strategize on-going use of processes</li> <li>• Follow-up correspondence with the participant</li> <li>• Follow-up correspondence with the manager</li> <li>• Participant materials designed specifically for easy reference</li> <li>• Action Tools for the PC</li> <li>• Wall charts for teams</li> <li>• Email and toll-free support</li> <li>• Success Story campaign</li> </ul>

The process culminates when the participant submits a Success Story and is awarded a personalized Certificate of Achievement plaque for making a positive bottom line impact.

If training programs cannot prove impact, why do them?  
Don't settle for just a positive training experience.

**Demand results!**

