

Problem Solving & Decision Making

Impact Statement

A business decision should be the end of a sequence of logically related steps.

Overview

Problem solving and decision making is a major area of importance for all managers today and one that we will explore in depth.

In various companies the same problem is being handled more than once by different people. This need not occur with effective communication and trained methodology. With these factors implemented time management will be better utilised and productivity will increase. This, of course, has an unconscious effect on attitude as well - **people are motivated by working smarter.**

Objectives

- to demonstrate that even complex problems can be solved at the end of a sequence of logically related steps
- to extinguish the dilemma of a problem being solved at the expense of more problems being created

Outline

- State the apparent problem
- Obtain the facts
- Define the real problem
- Establish the criteria
- State your assumptions
- Develop alternative solutions
- Choose the best solutions
- Establish your action program