



# **EFFECTIVE PROBLEM SOLVING AND DECISION MAKING**

**Certificate of Completion: Effective Problem Solving & Decision Making**

**Course Code: M033/25**

**Duration:** 16 Hours

**Delivery Format:** Hybrid

**Target Audience:**

Business professionals who want to develop practical skills and approaches to problem-solving, creative idea generation, and decision-making tools where the solutions are not always obvious.

**Program Outcomes:**

Upon completion of this program, participants will be able to:

- Understand why problem-solving and decision-making are important in personal and professional life.
- Learn a step-by-step approach to solving problems effectively.
- Explore different decision-making methods for making better choices.
- Improve communication skills for better teamwork during problem-solving.
- Discover time management tips for making decisions efficiently.
- Understand how emotional intelligence plays a role in problem-solving.

**Detailed Syllabus**

**Module 1: Introduction to Problem Solving and Decision Making**

**Outcome:** Participants will understand the fundamental concepts and importance of problem-solving and decision-making and gain initial awareness of their own skill levels.

**Topics:**

- Definition and Importance of Problem-Solving and Decision-Making.
- Overview of the relationship between problem-solving and decision-making.
- Identifying your current problem-solving and decision-making skills in personal and professional life.

**Activities:**

- Interactive discussion: Sharing personal experiences with problem-solving and decision-making.
- Self-assessment questionnaire on current skills.

**Assessments:**

- Short reflection paper on their current problem-solving and decision-making approaches.
- Participation in group discussions.

## **Module 2: The Problem-Solving Process**

**Outcome:** Participants will learn a structured, step-by-step approach to problem-solving and become familiar with various techniques and tools applicable at each stage.

**Topics:**

- Steps involved in the problem-solving process.
- Techniques and tools for each step of the process.
- Real-world examples and case studies illustrating the problem-solving process.

**Activities:**

- Presentation and explanation of a problem-solving model (e.g., Define-Measure-Analyze-Improve-Control - DMAIC).
- Application of problem-solving tools (e.g., Fishbone Diagram, Pareto Chart) to case studies.

**Assessments:**

- Application of the problem-solving process to a given scenario.

- Identification of appropriate tools for different stages of problem-solving.

### **Module 3: Decision-Making Models and Frameworks**

**Outcome:** Participants will be able to identify and apply different decision-making models and frameworks to make more informed and effective choices in various situations.

**Topics:**

- Introduction to decision-making models (e.g., Rational Decision Making, Intuitive Decision Making).
- Exploring various decision-making frameworks (e.g., SWOT Analysis, Decision Matrix).
- Understanding the strengths and limitations of different decision-making models in various contexts.

**Activities:**

- Presentation and comparison of different decision-making models.
- Application of decision-making frameworks to case studies.

**Assessments:**

- Analysis of decision-making processes in case studies using learned frameworks.
- Selection and justification of a decision-making model for a specific problem.

### **Module 4: Effective Communication in Problem Solving**

**Outcome:** Participants will understand the crucial role of communication in collaborative problem-solving and learn practical strategies for clear articulation, active listening, and overcoming communication barriers.

**Topics:**

- Importance of clear and concise communication in problem-solving processes.
- Strategies for active listening and effective questioning during problem-solving.
- Identifying and overcoming communication barriers in problem-solving teams.

**Activities:**

- Role-playing exercises focusing on active listening and effective questioning.
- Group activities identifying and analyzing communication breakdowns in problem-solving scenarios.

**Assessments:**

- Observation of communication skills during group problem-solving exercises.
- Identification of communication barriers and solutions in case studies.

## **Module 5: Emotional Intelligence in Decision Making**

**Outcome:** Participants will understand the impact of emotional intelligence on decision-making and develop strategies for managing their own and others' emotions to enhance the process and team dynamics.

**Topics:**

- Understanding emotional intelligence and its role in decision-making.
- Recognizing and managing emotions during challenging decision-making situations.
- How emotional intelligence influences collaboration and relationships within teams.

**Activities:**

- Self-reflection exercises on emotional responses during past decision-making situations.
- Group discussions on the role of empathy and self-awareness in problem-solving.

**Assessments:**

- Short essay on the role of emotional intelligence in a specific decision-making scenario.
- Participation in discussions and sharing of personal insights.

## **Module 6: Time Management in Decision Making**

**Outcome:** Participants will learn effective time management strategies for making timely and efficient decisions, including prioritization techniques and methods to overcome procrastination.

**Topics:**

- Importance of time management and techniques for making decisions efficiently.
- Strategies for prioritizing decisions based on urgency and impact.
- Avoiding procrastination and managing time constraints during the decision-making process.

**Activities:**

- Time management exercises focusing on prioritizing tasks and decisions.
- Discussion on common time-wasting factors in decision-making.

**Assessments:**

- Application of prioritization techniques to a list of decisions.
- Reflection on personal time management habits in decision-making.