

SOLVING PROBLEMS & MAKING DECISIONS



Managers face numerous problems every day and are expected to make the right decisions all the time ...

learn how to use effective problem-solving techniques to assist you in deciding on the most appropriate solution and ensure your decisions are implemented effectively

COURSE OUTLINE

- ❑ The nature, scope and impact of problems
- ❑ Identifying the root cause of a problem
- ❑ Problems -v- symptoms
- ❑ Brainstorming and creative thinking
- ❑ Gathering, interpreting and analysing quantitative and qualitative information
- ❑ Evaluating options
- ❑ Structured approaches to making and implementing decisions
- ❑ Simple decision making techniques
- ❑ Planning the implementation and communication of decisions
- ❑ Effective presentation of a case
- ❑ Monitoring and reviewing techniques to evaluate outcomes

When completed as a full qualification, this programme is a mandatory unit worth 2 credit towards [ILM Level 3 Award in First Line Management](#)

Who should attend?

All Managers & Supervisors needing to review the good management principles

Prerequisite

No formal entry requirements

Duration

One Day

Assessment Format

Non-certificated programme unless taken as part of the [ILM Level 3 Award in First Line Management](#)

Programme Delivery

- Open Programme
See our [Open Programme Calendar](#)
- In-House
On dates to suit your organisation

What's Next?

Delegates may wish to continue on to:

[ILM Level 3 Award in First Line Management](#)



Further Information

For further details on this programme or to discuss whether it is suitable for your needs, please contact us on 0870 0660 328 or email training@careerstepsltd.co.uk