

PROBLEM SOLVING AND DECISION MAKING

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Identify how to define a problem and make the right decision • Apply the systematic approach to problem solving • List the techniques for problem solving • Utilize problem solving questions • List the different approaches to problem solving • Explain the P.R.I.C.E. model 	<p>Prerequisite: None Schedule: Half Day</p> <p>This module helps managers and leaders develop their ability to recognize and solve problems through their own or group efforts. The session stresses group problem solving and teaches the participant how to get creative input from their associates in the problem solving process. The session also is designed to help participants improve their judgment and build their confidence in taking the best course of action.</p> <p>Behavior Analysis of a Deficiency Problem</p> <ul style="list-style-type: none"> • Describe the performance problem • How important is it and would anything happen if you left it alone? • Is it a can't do problem or a won't do problem? • Is there a resources reason for non-performance? • Is there an information reason for non-performance? • Is it a skill deficiency? • Is there an alternative solution to the skill deficiency problem? <p>Systematic Approach to Problem Solving</p> <ul style="list-style-type: none"> • State the problem clearly and specifically • Collect all information relevant to the problem • List as many causes for the problem you can think of • Select the cause or causes that seem most likely • Suggest as many solutions for removing causes as you can • Evaluate the pros and cons of each proposed solution • Choose the solution that you think is best • Spell out a plan of action to implement your solution <p>Techniques for Problem Solving</p> <ul style="list-style-type: none"> • Trade offs • When to stop gathering facts • Guard against absence of information as an excuse for procrastination • Make your decisions more effective <p>Price Model for Identifying Performance Problems</p> <ul style="list-style-type: none"> • Pinpoint observable behaviors • Record • Identify consequences • Apply consequences • Evaluate <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. How to recognize the existence of a problem or the need for a decision. 2. How to define the problem specifically. 3. How to apply the systematic approach to problem solving and making decisions.

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