

# Problem Solving & Decision Making

## What Can You Expect?

This course has been designed to guide you on how to address challenges in the workplace and to improve critical thinking skills. Problem solving is a daily issue in every business and it is a skill that all should acquire in order to succeed. Problems need to be solved quickly and effectively; therefore, it is important that we view them with a positive attitude. Unresolved problems affect a business in many ways: performance, efficiency, quality, customer satisfaction, procedures, communication, outcomes, and finally - the bottom line.

You will take back tools to overcome problems in a way that will build a solid team, using clear communication that will shape a future of trust and strength. You will learn how to use problem-solving techniques, think and react quickly, to find the best solution and make the right decisions.

## Who Should Attend?

Team Leaders, Managers, Senior Staff and Decision Makers, Project Managers and Supervisors.

## 2 Day Course Content

- The Problem solving process
- Decision making selection process using one of two or more possible solutions
- Reaching a desired goal
- Problem solving and decision making phases
- The Input phase in which a problem is perceived and an attempt is made to understand the situation or problem
- The Output phase which includes planning for and implementing solutions
- The Review phase in which the solution is evaluated and modifications are made if necessary

## Unit Standard Alignment

**SAQA ID:** 242817

**NQF Level:** 4

**Credits:** 8

**US Title:** Solve Problems, make decisions and implement solutions

This course is interactive and includes role plays, group discussions, and practical activities to ensure a clear understanding of each topic.



Services Seta Accreditation No: 4135



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