

Problem Solving & Decision Making

- How to get from root cause to solution -

Quaestus Consulting

TRAINING CLUB



Quaestus Training Club

This course is one of a suite of 1 and 2-day workshops offered by Quaestus Training Club.

Join Training Club and become part of a local community of leading organisations, where you know the trainers, get involved in the design of high quality workshops and immerse your employees in a stimulating training environment.

For more details visit our website www.quaestus.co.uk or call Linda Wilkinson on 01752 300192 now.

Successful completion of this 2-day workshop will give you 12 hours of CPD points accredited by the Solicitors Regulation Authority.

Overall Objective(s)

To give the participants a range of tools and methodologies to help them rigorously analyse the root cause of problems and make effective decisions.

Who Should Attend?

Delegates will be asked to consider their existing approaches to solving problems and making decisions. This event is particularly suitable for anyone who is faced by problem solving/decision making situations with several variables requiring improved or different solutions/decisions to those previously applied. This workshop is appropriate for delegates at both an introductory level and for those who want to sharpen up existing skills (intermediate level).

Learning Outcomes

At the end of the two days participants will be able to:

- Better understand the various stages of solving problems and making decisions to assist when a group is involved
- Apply four or five tools confidently
- Understand how Personal Style and preferences influence our approach to decision making and problem solving
- Be aware of a range of Tools and Techniques available and which to apply in a given situation
- Better understand their intuitive approaches to solving problems and making decisions
- Be able to think about problems in different ways

Course Dates

8 & 9 June 2010 – Basepoint Centre, Exeter

Timings

0900 – 1630 with mid morning and mid afternoon breaks and an hour for lunch.

How to Book

Either on-line at www.quaestus.co.uk or Telephone: Linda Wilkinson on 01752 300192

Two Day Content

Course content will include:

- What is a Problem/Decision? How do we define a Problem/Decision?
- A framework for solving problems and making decisions
- Data collection and root cause analysis techniques
- Generating solutions
- Identifying and applying decision making criteria
- Defining personal preferences and how they influence success
- An opportunity for team to apply the principles taught to real life situations

Course Design and Methodology

The two days will be a combination of:

- Lecturer input
- Group discussions
- Syndicate exercises
- Case Studies
- Analysis of real life problems

Pre-Work

Delegates should bring real life examples from the workplace.

Cost

Members will use their membership entitlement accordingly.

For Non Members, the Pay As You Go cost for individual 2-day workshops is £495 (+ VAT)

(Cost includes refreshments, lunch and delegate materials).

The Trainer – Diane Whelan

Diane has a wealth of experience gained from roles both in management and training and development across a broad range of industries.

A graduate of the Universities of Hertfordshire, Thames Valley and Lancaster, Diane gained postgraduate qualifications in business and training management, and a Masters Degree in Management Learning. She is also a licensed practitioner of Myers Briggs and Belbin Interplace.

Diane is astutely business focused and has an ability to seek creative and flexible solutions to organisational and individual learning needs alike. She believes that delegates need to be involved, challenged but also have fun for training and development to be effective and is passionate about ensuring the transfer of learning to the workplace.

Diane lives in Wiltshire with her husband and two young daughters.

Other courses offered by Quaestus Training Club:

2-day events

Effectiveness at Work
Influencing & Negotiating Skills
Interviewing Skills
Leadership Skills
Presentation Skills
Project Management
Report Writing Skills

1-day events

Time Management Skills
Assertiveness Skills
Managing Positive Meetings
and look out for our other 'Specials'....

Quaestus Consulting
TRAINING CLUB