

# 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](http://www.quaestus.co.uk) or call Linda Wilkinson on 01752 300192 now.

*"The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year."*

John Foster Dulles  
Former USA Secretary of State

### 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

Please refer to latest schedule.

### Timings

0915 – 1630 with mid morning and mid afternoon breaks and a short break for lunch.

### How to Book

Either on-line at [www.quaestus.co.uk](http://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

This will include:

- A quiz to help identify individual problem solving style
- Pre-reading about how unidentified manufacturing problems can cause chaos
- Delegates should also bring real life examples from the workplace

All available via our new on line training platform.

### Cost

Members will use their membership entitlement accordingly.

**For Non Members, the Pay As You Go cost for individual 2-day workshops is £510 (+ VAT).**

(Cost includes refreshments, lunch and delegate materials).

### Quaestus On Line Training Centre

With our **brand new on line training centre**, delegates can gain access to a wealth of features and information to support them on their training course:

- Course Pre-work and Assignments
- Downloadable Articles
- Useful Links and Book Lists
- Diagnostic Questionnaires
- Discussion Forums
- Contact the Course Tutor
- Submit Feedback
- Course Completion Certificates
- Exclusive fortnightly "Action Point" Emails

They'll still get **first class face to face training** with one of our team, but our new on line centre will support them every step of the way as they transfer their new skills to the workplace.



### Other courses offered by Quaestus Training Club:

#### 2-day events

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'....