

# Problem Solving & Decision Making

ChangeWorks  
Inc.



Solving problems and making decisions are basic human skills. They are also valuable life skills. People who are good at making decisions and solving problems enjoy success through professional growth, promotion, and other organizational rewards. More importantly, people who have the skills to help a diversified group of people effectively solve problems and make decisions are essential to an organization.

This workshop will present the **step-by-step approach** to problem solving and decision making that has been proven effective by thousands of people. Participants will **improve their analytical and creative thinking skills**.

## At the conclusion of this workshop, participants will be able to:

- Identify the important issues and concerns facing them
- Select a specific issue to resolve
- Get the key people involved in helping them resolve the issue
- Effectively obtain group input while remaining focused on the issue
- Apply the proven, step-by-step method – the rational process
- Clearly define any problem in four dimensions
- Determine and verify the causes(s) of a problem
  
- Develop solutions for problems and choose the best one
- Exercise their creativity
- Make decisions based on objective criteria
- Develop step-by-step plans to effectively implement decisions
- Troubleshoot their plans
- Facilitate teamwork in problem solving and decision making
- Present action proposals so that action is taken

In this workshop, participants work on THEIR problems and THEIR concerns, so they can make progress on important issues as they learn this step-by-step method. The techniques they learn and practice in this workshop can be applied to any concern.

*This workshop is offered in several formats.*



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