

# Problem solving, decision making & innovating

## Quick fixes and sustainable solutions

### Course Overview

Increasingly we face new situations with no ready-made solutions. This course covers a range of approaches and tools to achieve results within tight constraints.

Participants apply principles and tools to their own situations (workplace challenges, problems etc) through a range of interactive activities including role-plays.

### Course Outcomes

*On completion of this course participants should be able to:*

- Determine personal strengths and weaknesses
- Identify and resolve problems
- Take sound decisions
- Apply structured & unstructured approaches
- Develop creative solutions
- Convert innovations into outcomes

See course outline overleaf

### Who should attend?

Managers, Project managers, Professionals, Team leaders, Consultants. Administrators

### Course Duration

This course is delivered in a one or two day format

### Leader's profile

Alan Schwartz MIMC CMC, MPD, MAIPM, MPM, Grad. Cert. Mgt. & HRD, Adv. Dip. Bus. Mgt, Cert IV Workplace Assess & Training has 25 years experience in directing, managing, consulting, educating, training and assessing for over 100 public, private and non-profit client organisations.

Certifications / Qualifications include:

- Endorsed Australian Institute of Project Management (AIPM) course provider
- Approved Australian Institute of Project Management Assessor for:
  - Project Managed Organisation accreditation
  - RegPM professional certification
- Certified Management Consultant (CMC)
- Institute of Management Consultants Chief CMC Accreditation Assessor



CERTIFIED  
MANAGEMENT CONSULTANT

### Other courses

Please contact us for dates of Public Courses in Project Management (AQF 5) and Program Management (AQF 6) as well as for qualifications and professional certification assessments in project management and management consulting.

Contact	Alan Schwartz (Director)
Phone	(02) 9810 6413
Fax	(02) 9810 6419
E-mail	GSPL@bigpond.net.au
Web site	www.agsconsulting.com.au
Address	2 Longview Street, Balmain Sydney, NSW 2041, Australia



# Problem solving, decision making & innovating - Indicative\* course outline

## 1. *Contemporary workplaces / environments*

- Personal situations (challenges, problems, opportunities...)
- Internal & external pressures
- Culture including politics
- Systems thinking
- Paradigms
- Perception

## 2. *Framing problems*

- Apparent vs real problems
- Givens & assumptions
- Cause & effect

## 3. *Developing solutions*

- Identifying options
- Evaluating alternatives
- Planning & implementing solutions

## 4. *Making decisions*

- Optimising decision-making
- Power & influence
- Decision-making traps

## 5. *Being creative*

- Creativity
- Innovation
- Measurable improvements

### Examples of tools & techniques used in the course

- 80:20 rule
- Brainstorming
- Cause & effect / fishbone diagram
- De Bono's Six Hats
- Decision analysis/trees
- Emotional intelligence
- Flowcharting
- Matrices
- Mindmapping
- Neuro linguistic programming
- Optimising decision-making model
- Problem solving wheel
- Risk management
- SWOT
- Systems thinking
- Trade-off analysis
- TRIZ (Theory of Inventive Problem Solving)
- Weighted evaluation

\* Courses are adapted to suit organisational & participant needs.