

Problem Solving and Decision Making

MEDIUM : Cantonese / English COURSE CODE : PSDM DURATION : 1 Day
 FEE : HK\$3,480 EARLY BIRD : HK\$3,180

27 October, 2017 (Wed)

Organizations and individuals encounter problems everyday. Often these problems can be complicated by our unwise decisions, emotional reactions or panicky actions. To be able to do the right thing at the right time to these problems is crucial to an organization's long term survival.

The purpose of this course is to provide participants a strategy and a set of tools to solve problems and make decisions rationally.

Objectives

At the completion of the course, participants will be able to:

- Define a problem
- Analyze the causes of and implications to a problem
- Explore options to resolve a problem
- Assess solution options and their associated risks
- Make decisions

Audience Managers, sole contributors

Methodology Discussions, demonstrations, role-plays, mini-lectures

Course Outline

1. Understanding problem solving and its opportunities

The program will start with a *game and a discussion* on the following questions and topics:

- What is a problem and what is not?
- Overcoming pitfalls and challenges
- General attitude
- Problem solving as a team

2. Recognizing and assessing a problem

Using *examples, discussions and exercises*, participants will learn:

- How to identify and define a problem?
- The need to assess the short term and long term implications
- When is a problem worth solving?
- Overview of a problem solving strategy
- Uncovering opportunities within a problem

3. Analyzing causes

Through a *simulated case study and discussions*, participants will learn:

- How to differentiate symptoms from causes
- How to use some troubleshooting tools to:
 - Trace a problem to its sources
 - Identify patterns
 - Represent information using a Fishbone Diagram

4. Exploring options

Through a *game, case study and discussions*, participants will learn how to generate and explore options to resolve a problem, including:

- Brainstorming
- How to think out of the box

5. Reaching a decision

Through a *case study and discussions*, participants will learn how to make a decision using a decision matrix. Included in the sub-topics are:

- Assessing risks
- Quadrant Diagram
- Decision Matrix

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
September 2017								
3	Sep-21	Influencing and Negotiation Skills Workshop	INSW	1	HK\$3,480	HK\$3,180 Aug 25, 2017	Aug 30, 2017	C/E
4	Sep-25	Coaching and Feedback Skills	NEW CFSW	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-26	Managing your Time and Priorities	MYTP	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-27	Problem Solving and Decision Making	PSDM	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-29	Persuasive Presentation Skills Workshop	PPSW	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
October 2017								
2	Oct-11	Towards a High Performance Team	NEW THPT	1	HK\$3,480	HK\$3,180 Sep 15, 2017	Sep 20, 2017	C/E
	Oct-12	Influencing Others without Formal Authority	IFSW	1	HK\$3,480	HK\$3,180 Sep 15, 2017	Sep 20, 2017	C/E
3	Oct 17-18	Project Management Workshop	PMW	2	HK\$6,480	HK\$5,980 Sep 22, 2017	Sep 27, 2017	C/E
	Oct-19	Business Etiquette Workshop	NEW BEW	1	HK\$3,480	HK\$3,180 Sep 22, 2017	Sep 27, 2017	C
4	Oct-24	Effective Business and Email Writing	NEW EBEW	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E
	Oct-25	Managing Conflict and Disagreement	MCD	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E
	Oct-26	21st Century Sun Tzu Leadership	Updated ST-L	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



BY PHONE:
Call Miss Mak at:
2838-1182



BY POST TO:
Communication Engineering Ltd.
Room 903, Connaught Commercial Building,
185 Wan Chai Road,
Wan Chai, Hong Kong



BY FAX:
Send enrolment form above to
our FAX at number:
2838-7122



BY EMAIL:
cel@celhk.com