

Problem Solving and Decision Making Skills 有效地解決問題和制定決策的法則

MEDIUM : English COURSE CODE : PSDMS DURATION : 1 day

The program offers comprehensive training related to problem solving techniques, including associated skills required to manage the resolution of problems. The program will equip participants with the necessary skill-sets, tools, techniques and background information to become adept at complex problem solving. It will help focus participants on the key pitfalls to avoid when defining problems and seeking solutions.

The key methodology will be to introduce techniques and have participants apply them in *small group discussions* on practical, day-to-day situations. It will integrate *group work, discussions, class presentations and focus on practical issues* facing the participants in their current work environment.

Program Objectives

1. Acquire new insights to solve problems effectively and efficiently
2. Learn specific problem solving techniques
3. Be sensitive to the influence of making judgments

Course Outline

1. Problem Solving Techniques

- **Appreciation:** Extracting Maximum Information
- **5W1H:** Quickly getting to the root of the problem
- **Cause & Effect Diagram:** Identifying the likely causes of the problem
- **SWOT:** Analysing Strengths, Weaknesses, Opportunities & Threats
- **PEST:** Understanding the big picture
- **Appreciative Inquiry:** Solving problems by looking at what is right
- **Brainstorming:** Creating divergence of views and angles

This session introduces to participants seven (7) techniques that will enhance their ability to solve problems better. They will work in small groups to apply each technique.

2. Effective Questioning Techniques

- Using two (2) fundamental techniques for understanding problems
- Applying the 5W1H to gather correct information to solve problems
- Learning the Six (6) Categories of Questions to enrich the information collected

This session leverages off from the first session by teaching participants to ask the right questions and ask it well to draw the correct information.

3. Clarity in Judgements for Problem Solving

- Jumping to Dangerous Conclusions – The Ladder of Inference
- *The Alligator Case Study*

This final session proceeds to the final stage of effective problem solving by ensuring that participants do not take unnecessary leaps of logic.

