Problem Solving and Decision Making

A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION
This one day course will provide participants with the skills needed to solve problems efficiently and make decisions that are aligned to business needs and can be readily implemented. The course considers a range of models and techniques and provides opportunities for participants to practice their skills in a range of scenarios.

LEARNING OUTCOMES
Participants who complete this course should be able to:
• Are you a problem solver?
• Guidelines to problem solving and decision making
• Models of problem solving
• Assumptions behind problems
• Hypothesising and testing hypotheses
• Problem solving using a reframing matrix
• Decision making case studies

COURSE CONTENT
This course covers the following areas:
• Understand the difference and interrelation between problem solving and decision making
• Understand the decision making process
• Define the problem
• Explore solutions - analysis, different perspectives, financial considerations
• Understand the attributes of an effective decision maker
• Make ethical decision making
• Understand decision making styles and techniques
• Implement decisions - what to consider

FOR MORE INFORMATION CONTACT
T. 08 8946 6065
E. shortcourses@cdu.edu.au
W. www.cdu.edu.au/shortcourses