301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Decision Making & Problem Solving Training

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS' Decision Making and Problem-Solving Training course helps participants make the best decisions within the federal workplace through the problem-solving process. Interactive lessons will teach participants to plan, frame, and research decisions. At the end of this course, participants will gain problem-solving skills that will enable them to make proper decisions and formulate the most effective strategies to combat the root issues.

This training teaches students how to:

- Define decisions
- Apply appropriate decision frames
- Avoid overconfidence
- Deal with uncertainty
- Develop numerous high-quality options
- Evaluate and select a final option
- Review and learn from experience
- Identify optimal decision outcomes
- Identify and manage linked decisions

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

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Course Objectives

- Applying problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriated solutions
- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes

Course Outline

Module 1: Overview

Module 2: Definitions

- Defining Problem Solving and Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

Module 3: Making Decisions

- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

Module 4: Getting Real

Module 5: The Problem-Solving Model

- Model Overview
- Real Problems
- Phase One
- Phase Two

- Phase Three

Module 6: Case Study

Module 7: The Problem-Solving Toolkit

- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming and Brainwriting

Module 8: Aspirinia

- Decision Information
- Individual Action Steps

Module 9: Swotting Up

- SWOT Analysis
- Individual Analysis

Module 10: Making Good Group Decisions

- Working Toward the Decision
- Avoiding Fatal Mistakes

Module 11: Analyzing and Selecting Solutions

- Selecting Criteria
- Creating a Cost-Benefit Analysis

Module 12: Planning and Organizing

- Introduction
- Follow-up Analysis

- Evaluate
- Adapt, Close, and Celebrate

Module 13: Overview of Emotional Intelligence

Module 14: History of Emotional Intelligence

Module 15: Emotional Intelligence Defined

- Definitions and Thoughts

Module 16: EI Blueprint

Module 17: Optimism

- What is Optimism?
- ABCs of Optimism
- Pessimism vs. Optimism
- Adversities

Module 18: Validating Emotions in Others

Module 19: Understanding Emotions

- The Seven Human Emotions
- Positives and Negatives
- The Emotional Map

Module 20: Setting Your Personal Vision

- Defining Your Principles
- Understanding Your Values
- Considering Your Strengths and Talents
- What's Standing in Your Way?
- Think in Terms of Relationships

- Creating Your Vision Statement

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$1,100**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

GSA

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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Decision Making & Problem Solving Training**

- 3 days instructor-led training
- Decision Making & Problem Solving Training training book
- Eligible for MyCAA scholarship
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*