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PHOENIX TS

Problem Decomposition

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

This 3 day instructor led course will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop. At the conclusion of this course, participants will be able to:

- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- identify appropriate 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
- Make decisions about using persuasion versus manipulation
- Apply the concepts of pushing and pulling when influencing others
- Describe different techniques for getting persuasive conversations and presentations underway
- Make a persuasive presentation by using the 5 S's
- Apply storytelling techniques to extend influence
- Leverage concepts of neuro linguistic programming in everyday influence and persuasion

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 Outline

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

Module 1: Course 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 Decision

- 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

- The Truck

Module 7: The Problem Solving Toolkit

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

Module 8: Aspirinia

- Decision Information • Individual Action Steps • Group Planning

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: Understanding Persuasion

- How Persuasion Works • Pre-Assignment Review

Module 14: Preparing to Persuade

- Pushing and Pulling • Communicating with Confidence • Frame of Reference

Module 15: Getting Off on the Right Foot

- Building Rapport • Matching and Mirroring • Pacing • Leading

Module 16: Presentation Strategies

- Five Point for Any Presentation • Preparing with the Five S Pattern • Presentations

Module 17: Using Stories to Persuade

- The Importance of Story • Storytelling Time

Module 18: Using Neuro Linguistic Programming

- Defining Neuro Linguistic Programming • A Brief History • Understanding Common NLP Terms • Embedding Positive or Negative Commands • Influencing Outcomes

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Starting at **\$1,395**

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