

[View Full Course Details including Latest Schedule Online](#)

PHOENIX TS

# Problem Decomposition

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## 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

DATE

LOCATION

7/11/22 - 7/14/21 (3 days)

8:30AM - 4:30PM

Tysons Corner, VA

[Open](#)

[Contact Us](#)



DATE	LOCATION	
<b>7/11/22 - 7/13/22 (3 days)</b> 8:30AM - 4:30PM	<b>Live Online</b> <a href="#">Open</a>	<a href="#">Contact Us</a>
<b>7/11/22 - 7/13/22 (3 days)</b> 8:30AM - 4:30PM	<b>Columbia, MD</b> <a href="#">Open</a>	<a href="#">Contact Us</a>
<b>9/12/22 - 9/14/22 (3 days)</b> 8:30AM - 4:30PM	<b>Columbia, MD</b> <a href="#">Open</a>	<a href="#">Contact Us</a>
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<b>11/14/22 - 11/16/22 (3 days)</b> 8:30AM - 4:30PM	<b>Tysons Corner, VA</b> <a href="#">Open</a>	<a href="#">Contact Us</a>
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## Course Outline

### 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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**GSA**



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