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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.



# PhoenixTS

## Course Outline

301-258-8200 | [Sales@PhoenixTS.com](mailto:Sales@PhoenixTS.com) | [www.PhoenixTS.com](http://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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For GSA pricing or Contractor quotes call  
301-258-8200 – Option 2.

# GSA



## Price Match Guarantee

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