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PHOENIX TS

# Supervisory Decision Making and Employee Participation

**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 2 day, instructor led workshop will help participants understand the key to finding creative solutions. It is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. Participants will learn how 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

## 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.

## 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

## 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
- Other Decision-Making Tools

## 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

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Starting at **\$1,200**

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**GSA**



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