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PHOENIX TS

Supervisory Decision Making and Employee Participation

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 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

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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