



PROBLEM SOLVING AND DECISION MAKING

Facilitated by Sualeha Bhatti

Overview

Thinking about all the problems we face today, have they become so complex that we are unable to find optimal solutions to resolve them? Many problems in our organizations come about because of less than stellar decisions made in the past. This 1-day program will equip participants with strategies on how to create an environment which fosters a new and innovative approach to problem solving and decision making. The steps and actions presented are not only clear and practical ones but also ones that can have a strong overall positive impact.

IN THIS WORKSHOP YOU WILL:

- Learn how to create a culture that supports innovation and creative problem solving
- Lead teams in problem solving process to discover and design innovative business solutions
- Interpret key terminologies used in problem solving and decision making process
- Apply a structured six steps approach toward problem solving and decision making
- Evaluate the effectiveness of the implemented solution

WHO MUST ATTEND?

The program is recommended for individual who wants to be better equipped to face and solve today's complex business problems by using a foundational process for reasoning and problem solving and apply it to make better decisions.

Program Outline

INTRODUCTION: WHAT IS PROBLEM SOLVING AND DECISION-MAKING

- Problem solving and decision making defined
 - Evidence-based decision making
- Non-evidence based decision making
 - Groups versus an individual – the pros and cons

THE FIVE-STEP PROBLEM SOLVING PROCESS

- **Define and Analyze the Problem**
 - Create a problem statement
 - Analyze and understand the problem
 - Apply tools and techniques for problem identification and analysis
- **Determine the Causes of the Problem**
 - Collect data to understand the problem
 - Identify possible causes
 - Analyze causes
 - Select the root cause
 - Apply tools and techniques to determine the root cause

- **Generate Alternative Solutions**
 - Identify possible solutions
 - Apply the tools and techniques for generating alternative solutions
- **Select the Solution—Make a Decision!**
 - Determine a decision-making approach
 - Develop criteria for selecting a solution
 - Select the best solution
 - Validate the solution
 - Apply the tools and techniques for decision making
- **Implement the Solution**
 - Develop an action plan
 - Implement the solution
 - Win support for the solution

PROGRAM INVESTMENT

PKR 15,500/- + sales tax

per participant

(PST Lahore 16% or SST Karachi 13%)

- Register 4 delegates and 5th delegate attends for **FREE**
- The program fee covers program facilitation, course materials, refreshments, lunch and certificate of participation

CONTACT US

For registration and queries regarding “**Problem Solving & Decision Making**” program, contact:

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BRING **PROBLEM SOLVING & DECISION MAKING** IN-HOUSE
Contact **Nabil Kalu** at nabil.k@learningmindsgroup.com or 0345-3340600

COURSE FACILITATOR

SUALEHA BHATTI

Lead Trainer & Consultant



Sualeha Bhatti is one of Pakistan's leading names in the field of training and development. She holds a master's degree in Business Administration from UK and has had the privilege of interacting with and learning from some of the best-known names in this field such as Tom Peters, Robert Holding, Robert Bennings, Ron Kaufman, Omar Khan etc. Over 2 decades of experience in corporate change and creating transformational learning experiences has exposed her to a multitude of businesses and organizations both in Pakistan as well as abroad.

She has worked in a number of industries before venturing in the field of training and consultancy. Her practical experience ranges from trading companies to manufacturing and from hospitality to pharmaceutical industries. It is this experience that enables her to bring into her assignments a versatile knowledge of processes applied in different industries and helps her clients arrive at informed decisions.

Sualeha has provided her training and consulting services to various organizations including Abbott Laboratories, ACCA, American Express, Sanofi Aventis, Engro Chemical, Engro Vopak, GSK, OMV Pakistan, ENI Lasso, Shell, BOC Pakistan, British Petroleum, Lotte Pakistan, Pakistan State Oil, Brookes Pharma, Dawood Group, Siemens, Pfizer, Mobilink, National Bank Of Pakistan, United Bank, Hub Pak Salt, Atlas Battery, Reckitt Benckiser, Hinopak, National Bank Of Pakistan, Dow Crop Sciences, Canadian High Commission Project, ICI Pakistan, BHP Petroleum, Confifi Group (Sri Lanka), Aitken Spence Group (Sri Lanka), Hayleys Group (Sri Lanka), Khatib & Alami (UAE), Nokia Siemens Networks Middle East, Canadian High Commission Project, ICI Pakistan, BHP Petroleum, Aitken Spence Group (Sri Lanka), Hayleys Group (Sri Lanka), Nokia Siemens Networks Middle East and African Regions.

AREAS OF EXPERTISE

- Winning Decisions (A 2.5-day business simulation for manufacturing concerns)
- Living Leadership (A 3-day residential leadership experiential program)
- Team Building Program
- Problem Solving and Decision Making
- The Art of Managing People

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