Problem Solving, Decision Making, Time Management & Handling Stress

حل المشاكل واتخاذ القرارات الفعالة وإدارة الوقت والتعامل مع الاجهاد

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Introduction

Imagine increasing productivity, reducing waste and improving employees' satisfaction by developing a process for effectively solving problems and decision making.

These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization.

Not only learning the perfect techniques to solve the problems will lead to the perfect organization's atmosphere, but also the way the mangers communication their ideas and decisions is very vital to have a healthy environment. These all-in return will lead to a working environment with less stress on the employees and managers.

Objectives

This intensive course is to provide participants with technical knowledge and practical training on the methodologies and tools of problem solving and Decision Making. The course will focus on developing and upgrading diagnostic problem skills. The course will also emphasize the models and processes of decision making and Trend ways of Time Management.

Besides, the course will focus on the way we can deliver our decisions correctly to our people, which will help to reduce conflicts and stress in the work

Who Should Attend?

- Managers,
- Professionals,
- Any person who is looking for the best techniques to solve any problems related to their works and who is admiring to make the most efficient decisions to achieve the best desired objectives

Course Outline

Day 1:
- Practical application in problem solving
- Define the " problem"
- Describe the ideal problem solvers
- Identified the types of problem encountered
- The problem solving model
- Generate alternatives
- Brainstorming
- Check board

Day 2:
- Adapt or build on the past
- Evaluate options
- Criteria check board
- Evaluate options
- Sort by category
- Rank order
- Advantage /disadvantage
- Pro/con
- What I like
- Select the final solution
- Consensus

Day 3:
- Straw voting
- Multi-voting
- Negative voting
- Revisiting earlier
- Problem-solving outcomes
- Other problem solving techniques
- Legitimize problems
- Best/worst/most probable
- Problems as given/ problems as understood
- Diagram/fishbone
- Basic questions
- Break into components
- Force field analysis

- Puerto 20/80
- The six hats
- Types of decision
- Autocratic
- Consultative
- Group

Day 4:
- The decision making process
- Decision making under certainty
- Decision making under uncertainty
- Guidelines for making good decisions
- Making bad decisions
- Evaluations
- Preparing to become a good Communicator
- Communication model
- Communication through different tools/channels.
- What shapes the way we communicate others?
- Communication Barriers
- Understanding Communication Styles
- How to Manage your time.

Day 5:
- Listening or Hearing
    - Identifying and understanding Your Natural Listening Approach
    - Practicing effective listening
- How to talk so people will listen
- Body Language
- Using your Voice Effectively
- Filtering Information
- Non-verbal and Paralanguage Communication skills
- How to receive and understand the different feedbacks
- The effect of gender on communication style
- The effect of culture on communication style
- Figuring out Stress and its sources at workplace
- Surviving Stress - Positive Thinking is a Stress Killer

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:
- Technical Session   08.30-10.00 am
- Coffee Break   10.00-10.15 am
- Technical Session   10.15-12.15 noon
- Coffee Break   12.15-12.45 pm
- Technical Session   12.45-02.30 pm
- Course Ends   02.30 pm

Course Fees*

- **2,950USD**
  VAT is Excluded If Applicable

مقدمة

تخيل زيادة الإنتاجية، وتقليل النفايات وتحسين رضى الموظفين عن طريق تطوير العملية بشكل فعال لمعالجة المشكلات واتخاذ القرارات.

هذه الفوائد وغيرها الكثير هي من الأسباب الممتازة لتعلم لإيجاد الحلول للمشكلاتو التقنيات المذكورة وبناء مجموعة من الأدوات من أجل حل المشاكل واتخاذ القرارات التي تشكل جزءا من الحياة اليومية في اليوم منظمة.

وليس فقط تعلم تقنيات مثالية لحل المشاكل سيؤدي الى الغلاف الجوي للتنظيم المثالي، ولكن أيضا وسيلة للاتصال المديرين بأفكارهم والمقررات التي هي حيوية للغاية أن يكون في بيئة صحية.

أهداف البرنامج

هذه الدورة المكثفة تزود المشاركين بالمعارف التقنية والتدريب العملي على منهجيات وأدوات حل المشكلات واتخاذ القرارات. وبطبيعة الحال سوف يركز على تطوير ورفع مستوى المهارات وتشخيص المشكلة. وبطبيعة الحال سوف نشدد أيضا على نماذج وعمليات صنع القرار.

الى جانب ذلك، سوف تركز على طريقة ما يمكن ان نقدمه قراراتنا بشكل صحيح لشعبنا، والتي سوف تساعد على الحد من النزاعات والتوتر في العمل.

الحضور

- المدراء،
- المهنيين،
- الشخص الذي يبحث عن أفضل التقنيات من أجل حل أي مشاكل تتعلق أعمالهم، والذي هو ينشد لاتخاذ القرارات الأكثر فعالية لتحقيق أفضل النتائج المرجوة