Projacs
an *egis* company

بروجاكس للتدريب والتطوير
Projacs Training and Development

Creative Problem Solving and Effective Decision Making

الأساليب المبتكرة العملية لحل المشاكل واتخاذ القرارات الفعالة

11 - 15 February 2018

Dubai / United Arab Emirates

A Member of:

PROJACS ACADEMY

Introduction

Imagine increasing productivity, reducing waste and improving customer 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.

Objectives

The objective of 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.

Who Should Attend?

Managers, professionals, and 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.

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Course Outline

Day 1

- Practical application in problem solving
- Define the " problem"
- Describe the ideal problem solvers
- Creative thinking
- Relationship between creative thinking and problem solving
- Holmes test for creative personality
- Identified the types of problem encountered

Day 2

- The problem solving model
- Generate alternatives
- Brainstorming
- Check board
- Adapt or build on the past
- Evaluate options
- Criteria check board

Day 3

- Evaluate options
- Sort by category
- Rank order
- Advantage /disadvantage
- Pro/con
- What I like

Day 4

- Select the final solution
- Consensus

- 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
- Is/Is not
- Diagram/fishbone
- Basic questions
- Break into components
- Force field analysis
- Ask an expert

Day 5

- Types of decision
- Autocratic
- Consultative
- Group
- The decision making process
- Decision making under certainty
- Decision making under uncertainty
- Information technology and decision making systems
- Guidelines for making good decisions
- Making bad decisions
- Evaluations
- Computer-based decision making
- Using Microsoft Excel for decision making

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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, 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

تخيّلْ ان معدلَ الإنتاج يتزايدَ، مع خفِّضُ المســـتهلكات والفاقد في العمل من ناحية الموارد والوقت والجهد وتُحسّينَ رضاءَ العميل عن طريق تَطوير الخطوات العملية لعملية حَلّ المشاكلات واتخاذ القرارات المترتبة عليها. هذه المنافع والعديد من المزايا تعتبر من الاسباب الممتازةَ لتَعَلّم خطوات وإجراءات حل المشـــاكل بطريقة إبداعيـة الّتي يترتب عليها اتخـاذ القرارات الفعـالة التي تشـــكلِ جزءا حيويـا من الحياة اليومية للمنظمات.

الاهداف

إنّ هدفَ هذه الدورة أَنْ يُزوّدَ المشـــاركين بالمعرفةِ التقنيةِ والتدريب العملي على المنهجياتِ وأدواتِ حَلّ واتخاذ القراراتِ الخاصـة باي مشكلةِ. الدورة سَتُركِّزُ على تَطوير وتَرْقِية مهاراتِ تشخيص وحل المشكلة بشكل محترف، كما ايضا سيركز على الطرق المختلفة عملياتَ اتخاذ القراراتِ.

الحضور

المدراء في أي مسـتوى اداري، المحترفون، وأيّ شـخص يَبْحثُ عن أفضـل التقنياتِ لحَلّ أيّ من المشـاكل المتَعلِّقةُ بأعمالِهم واتخاذ القراراتِ بشكل أكثر كفاءة لإنْجاز أفضل الأهدافِ المطلوبةِ.