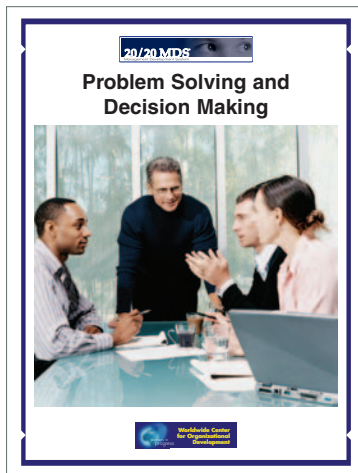


Problem Solving and Decision Making (Level A)



Underpinning Competencies

- Identifying and Solving Problems
- Creative Assimilation
- Getting Unbiased Information
- Giving Clear Information

Linked Assessments (where applicable)

- Problem Solving Effectiveness Profile

As a manager you constantly have to solve a variety of problems and make many different kinds of decisions. It is one of the key distinctions between managers and non-managers. Some are major problems or decisions, with a fundamental impact on the organisation, while others are about the day-to-day matters that are part of working life.

In this module you will explore the different approaches you can take when looking to either solve problems or make decisions so that you are confident that you are taking the best approach decision in any given set of circumstances.

Objectives

At the end of this module you will be able to:

- describe the differences and the relationship between the problem solving and the decision-making processes
- identify and define problems in the context of your objectives
- identify the stages in the process
- structure information to aid decision-making and problem solving
- describe the differences between convergent and divergent thinking, and their application through a range of techniques
- apply appropriate techniques at each stage.