

learning  
equals  
development

## EQV Course Outline



■ Problem Solving and Decision Making

■ 2 Day

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# Problem Solving and Decision Making (1 Day)

## Business Benefit

"Problems and progress go hand in hand."

So goes the old adage and it seems just as relevant in today's business environment as it ever did. New technology, a changing market place, increasing customer expectations; all these things can throw up problem after problem, all of which require answers if the organisation is to succeed.

This course looks at Problem Solving as a skill and aims to equip delegates with a framework on which to develop that skill.

## Who Should Attend?

Anyone who is involved with problem solving on a regular basis.

## Learning Objectives

*By the end of this course  
you will be able to...*

- Know how to describe a problem, its nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to plan the implementation and communication of decisions

## Course Content

- Simple ways to recognise, investigate and analyse problems
- Objective setting in relation to problems
- Brainstorming and creative thinking techniques
- Difference between data and information
- How to calculate and use simple averages and basic summary statistics
- How to prepare and use grouped data and tables
- Interpretation of charts and diagrams
- Methods of indexing, referencing and structuring qualitative information
- How to evaluate options
- The importance of adequate and relevant information for effective decision-making
- Identification of what information is relevant to specific decisions
- Simple decision making techniques
- Effective presentation of a case – i.e. providing facts and evidence, not just opinion
- Monitoring and review techniques to evaluate outcomes of problem solving activities

2011  
Jul 25  
Aug 09  
Sep 05  
Oct 11  
Nov 04  
Dec 05

2012  
Jan 09  
Feb 07  
Mar 07  
Apr 10  
May 09  
Jun 12  
Jul 09  
Aug 09  
Sep 05  
Oct 25  
Nov 25

## You may also be interested in

Assertiveness, Dealing with Negativity, Leadership

## Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

## What Delegates Say about this course

*"Good and informative course. Will take away a large amount of information gained and put it in to use back at my own work place."*

*"AAAAA+"*

*"Very clear presenter, good pace and well explained everything."*

