



Growth-Link

2 Day Workshop:

Problem solving and decision-making – 2 days



Sometimes a problem seems unsolvable. You want an easy and systematic way to deal with problems in an effective manner. You want to be able to apply a problem-solving process to actual real-life situations. We can help you with that.

YOU WILL LEARN TO

- Define what problem solving is
- Identify the symptoms, diagnosis and treatment of problems
- Apply the 9-step systematic problem solving process
- Distinguish between actual problems, challenges and decisions
- Manage the impact of your own attitude on problems

FAST FACTS

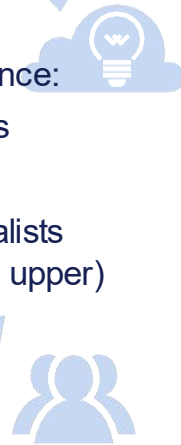
2 Days

Target Audience:

Team leaders

Supervisors

Junior specialists
(C lower – C upper)



KEY WORDS

Problem Solving
Challenges
Systematic approach
Decision making

Unit standard title	U/S ID	NQF Level	Credits
Solve problems, make decisions and implement solutions	242817	4	8

How this module links with the GLIS Development Framework

Competency Cluster (s)	Lead Self Lead Business
Competencies Addressed	Information Processing Shape the future Takes calculated decisions

PROBLEM SOLVING AND DECISION MAKING

Course Outline

