PROBLEM-SOLVING & DECISION-MAKING
Skills Programme
(SAQA US ID: 242817 – NQF level 4, 8 credits)

INTRODUCTION

Why is it that some people find it easy to solve complicated problems with simple solutions while others find the challenge nearly impossible? You've probably looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just creativity, it lies in our ability to search for and find facts that relate to the situation and put them together in ways that work.

When confronted with important decisions and the need for decisive, successful actions, you can't just guess and hope for a positive outcome. This course will help you develop the skills needed to confidently solve problems and make ethically sound decisions.

Learners will be introduced to a structured process for decision-making, enabling managers and team leaders to develop effective solutions to problems. At the end of the course, you will be able to use a range of tools and techniques to make effective decisions, to solve challenging problems and improve performance in the workplace.

This course is designed for all levels in the organisation: executives, managers, supervisors, team leaders, operators, maintenance, engineers, technicians, etc. Wherever there is a need for organised, systematic thinking to resolve issues, this programme will provide immediate and lasting value.

COURSE OBJECTIVES

- Understand the decision-making process to be able to follow the steps and make decisions
  confidently and effectively in your workplace
- Identify components of a moral decision
- Interpret and explain a strategy for moral decision-making
- Evaluate the consequences of the decision-making process

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COURSE OUTLINE

What's the problem?
- Learners will explore the meaning of problem-solving and decision-making
- We will also look at different types of decisions, the difference between facts and information, and common decision-making traps

Identify component parts of a moral decision or problem
- Investigate various contexts where decisions need to be made at home, work   and socially
- Discuss what concerns and choices are present in each context

What's your style?
- This session will explore the four types of problem-solvers
- Learners will work in small groups to identify their strengths and weaknesses and use that knowledge to become better problem-solvers

The role of ethics in decision-making and problem-solving
- Key ethical concepts, principles and theories
- The cause and effect of corruption
- Making the right decisions in line with ethical codes in the workplace

Building a strategy for moral decision-making
- Understanding the decision-making process
- Identifying problem-solving tools
- Developing a strategy to make balanced decisions
- Identifying the strengths and weaknesses of various decision-making strategies
- Investigating the implications and consequences of your decisions
- Developing a personal code of ethics

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