



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

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.

Target Audience

This programme is designed for junior managers of organisations and specifies the knowledge and skills required to solve problems and make decisions.

'Junior managers' include, but are not limited to, team leaders, supervisors, foremen and section head

Entry Requirements

There is open access to this programme but delegates should have:

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.

Additional Requirements

- You will need access to appropriate workplace environment to complete the practical components of the programme.
- Work in a formal environment that allows access to Standard Operating Procedures' (SOPs) and formal written documents or accepted practices in the organisation.
- Active support and mentorship by your manager
- Access to a PC and software for course assignments

Management and Leadership

Problem Solving & Decision Making

SERVICES SETA Statement of Results

SP / US ID: 242817

NQF Level: 4

Credits: 8

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments, case studies and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of programme content
- Complete and present practical workplace assignments,
- Compile and submit a Portfolio of Evidence (PoE)

To receive your Statement Of Results: Problem Solving & Decision Making, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will have skills such as:

- Defining a problem.
- Investigating the problem.
- Generating problem solutions.
- Implementing problem solution.
- Evaluating the effectiveness of the solution. 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 Content

Problem Solving & Decision Making Accreditation Body: SERVICES SETA

| US ID: 242817

| NQF Level: 4

| Credits : 8

Module 1: 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

Module 2: 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

Module 3: 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

Module 4: 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

Module 5: 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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