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**PROBLEM SOLVING AND
DECISION MAKING****Duration: 2-3 days****Workshop Purpose**

Problem solving and decision making are two generic skills that are frequently used in the work environment. Every problem requires a decision to be made in order to resolve that problem. It begins when something needs to be done, but the person involved does not know what to do. Therefore, problem solving and decision making are both cognitive processes, requiring reason and logic based on certain assumptions. These are critical skills required to be an effective supervisor or manager.

Competency Outputs

1. Apply critical and analytical skills to analyse an issue or problem.
2. Define a multi-faceted problem occurring in the participant's function.
3. Engage with stakeholders in analysing the issue/challenge and develop solutions.
4. Diagnose the source(s) or cause(s) of the problem.
5. Generate a number of possible solutions and motivate the preferred option.
6. Select feasible solutions through a 'systems' approach.
7. Formulate and communicate the decision.

Methodology

- Individual and group exercises and discussions
- Application project to ensure transfer from workshop to workplace