

Problem Solving and Decision Making

Suitable for anyone in the organisation whose work involves solving problems and meeting new challenges

Objectives:

At the end of this practical workshop delegates will know how to analyse the most likely cause of a problem, have examined the various methods of identifying solutions and be able to plan, implement and evaluate the most effective solution

Content covers:

- Stages in the problem solving process
- Problem identification techniques
- Fishbone diagrams
- 4 M's, 4 S's, 4 P's
- The role of questioning in problem solving
- Creative problem solving
- Mapping techniques
- Brainstorming principles and synergy
- Analysing and evaluating solutions
- Solution Implementation
- Evaluation

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters