



Gavigan Consulting
Training & Development Consultants



Problem Solving and Decision Making Skills for Managers and Employees

One Day Learning and Development Course

Course Overview

This course is about problem solving and decision making. It's about learning how you solve problems and make decisions and will show you how to build on your existing abilities to develop new skills to improve how you work, both on your own and within teams. It is designed for both managers and employees and can be adapted to suit individual requirements. The course provides you with practical and easy to use methods of developing these skills equipping you with tools and techniques to apply to your job, in a practical way. The course seeks to provide a fresh perspective on problem solving and decision making capabilities.

Learning Objectives

At the end of the course you will:

1. Recognise your unique way of responding to problems
2. Identify the methods of problem solving that work best for you
3. Understand how you make decisions and how to improve that ability
4. Be aware of how to develop and improve how you interact with others
5. Know how your gut feeling can be a valid compass to harness
6. Confirm your set of unique skills and abilities to develop

Learning Method

The course is primarily an interactive one. We use a variety of learning methods to develop awareness and enhance understanding in a practical way. Multiple techniques are available, and can be adapted to suit individual groups. We use a variety of group exercises, practical activities, case study analysis, mind maps and tip sheets to guide the learning experience. Full training notes and useful ideas from previous courses are provided.

Suitable For

The course is used for employee training, management development and for generating business development ideas.

Duration

1 day from 9.00am to 4.30pm

Learning Activities

OBJECTIVE 1: Recognise Your Way of Responding to Problems

- Objective overview – How responses to problems influence outcomes
- Training exercise – Change negative reactions to positive responses
- Group work – Presentation of ideas on positive responses
- New thinking – How to transform your thinking pattern

OBJECTIVE 2: Methods of Problem Solving that Work for You

- Questionnaire – Identify main problems/concerns
- Easy to use methods – Talking it through, mind maps, analysis, journals
- Case Study – One page case study analysis of a problem
- New thinking – Confirm your best method of solving problems

OBJECTIVE 3: How to Improve How You Make Decisions

- Brainstorming – Good decision making techniques
- Group Analysis – Review of three previous good and bad decisions
- Case Study – One page case analysis of a business decision
- Q & A Session – Making decisions – what is really important?

OBJECTIVE 4: Develop and Improve How You Interact with Others

- Group work – Working with others to solve problems or make decisions
- Previous groups – Ideas on handling difficult situations
- Listening to others – Recognise how to listen and learn from others
- New thinking – Developing effective relationships with colleagues

OBJECTIVE 5: Validity of Your Gut Feeling

- Training exercise – Examples of how you trusted your gut feeling
- Current problems – Trust your underlying sense of a situation
- Developing ability – Relevance of using your gut feeling and how to apply it
- Asking questions – What do you really think, feel and know?

OBJECTIVE 6: Know Your Set of Unique Skills and Abilities

- Review course – Most important points from the course
- Make a decision – Take responsibility for your development
- Take action – Problem solving and decision making guidelines
- Follow-up plan – Devise your own plan and trainers recommendation

Managing Consultant

Tom Gavigan BComm, MBS, MIITD, MSCSI, MRICS

Tom Gavigan is a Learning and Development Consultant. He is a former Human Resources Manager with A.T. Cross Ltd. and Fyffes plc and Associate Faculty Lecturer at the National College of Ireland. He has provided learning programmes for many multinational and Irish companies. He is a member of the Irish Training and Development Institute. He is also a Chartered Surveyor.

Clients

- Chartis Europe SA
- Dataproducts Dublin
- Exaxe Consulting
- Gunne Estate Agents
- Hitachi Koki Europe
- Hitachi Koki Solutions
- ING Bank Ireland
- Irish Life Assurance plc
- Internet Ireland
- Kilmartin Group
- Mc Ghan Limited
- National College Ireland
- Semperit Ireland
- Professional Contract Services
- Teradyne Ireland
- Twelve Horses

Course Information

- Groups for up to 14 people
- Learning course pack for each person
- In-company or external venue
- Follow-up recommendations
- CPD Certificate for 7 hours (includes course and project)

Course Information

€1, 500 per course day to include any tailoring you recommend to the course content.

Contact

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