

Problem Solving and Decision-Making Strategies : Problem Solving and Decision-Making Strategies

Creative problem-solving and effective decision-making skills are essential in today's workplace. Through the use of real-life case studies, discover four primary problem-solving tools, learn a format for group problem-solving, methods for effective decision-making, and techniques to minimize conflict and dissension. This course concludes with an interactive problem-solving group exercise. Concepts taught in this course can be applied to all facets of life. (6 contact hours)

Prerequisites

Supervision Certificate Program

Course Outcomes

- Utilize different tools and methods to solve problems
- Separate operating problems from people problems
- Manage conflict and achieve results while solving problems
- Utilize decision-making strategies
- Practice the techniques learned