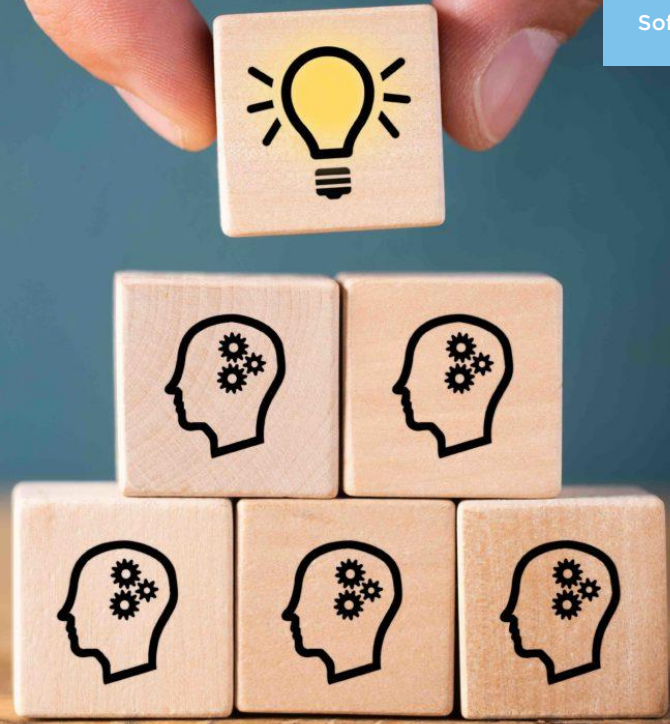




Soft Skills



Rapid Problem-Solving and Decision-Making Skills



2 Day Course



Classroom or Virtual
Blended Training



Accredited Course

Aligned to Unit Standard 24817 (8 credits) in the Generic Management Level 4 Qualification.



About the Course

 **Classroom:** R 6, 850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

The pace of business today, along with fierce competition and economic pressure means that problem solving needs to be applied and quality decisions made quickly. For an organization to stay ahead of the pack, it needs managers who are able to generate rapid and viable solutions to business problems.

By attending this **2-day Rapid Problem-Solving and Decision-Making Skills course**, you will learn how to use established problem-solving methodologies to ask the right questions at the right time, thinking and reacting quickly, intelligently, and systematically to get to the best solution to any business problem you are faced with.

Delegates will learn the science of asking the right questions at the right time, and to think and react quickly, intelligently, efficiently, systematically, with discipline, in detail, and with focus.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 24817 (8 credits) in the Generic Management Level 4 Qualification.

Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Distinguishing fact from emotion by understanding and successfully navigating problem solving and decision-making traps
- Eliminating recurring problems by understanding and addressing both symptoms and root causes
- Understanding the decision-making process
- Making effective business decisions, despite time pressure, by applying decision-making techniques and following tried and tested methodologies
- Generating a range of viable solutions rapidly by developing your creative, analytic and critical thinking skills
- Reducing workplace stress and mitigating the impact of problems by having a clear, well-communicated action plan

Who should attend

Managers, Supervisors, Team Leaders, Engineers, Project Managers. This course is also applicable to everyone whose job it is to solve problems daily and make fast and high-impact decisions frequently.



“A very helpful and interesting course. The facilitator shared valuable insights into problem-solving, but also how to think practically and remain grounded with decision-making.”

- **Supervisor,
Beckman Coulter South Africa**

Course Programme Agenda

Establishing the Problem that Needs to be Solved

- Dissecting a problem accurately and clearly
- Cutting through the "nonsense" to get to where the problem actually lies
- Understanding and applying the prevailing established techniques like:
 - The 5 Why's
 - Fishbone
 - Information Tree
 - Force Field Analysis

Expanding your Knowledge of the Problem

- Discovering how to purposefully, with focus and in detail, collect all the information necessary to discover the root cause of the problem
- Learning how to ask the right question at the right time
- Knowing how to distinguish between useful and useless information that might lead you astray

Using Comparative Thinking Skills to Define your Problem

- Understanding applied comparative thinking skills
- Identifying the unique occurrence in a situation and how this differs from other situations that are not experiencing any problems
- Understanding that this uniqueness is what caused the problem
- Realising that those uniqueness's will help you get to the bottom of the problem
- Learning to compare what the problem is with what the problem could have been, but is not
- Using this comparative process to isolate everything that makes your problem unique

Developing and Testing a Hypothesis

- Developing feasible explanations / theories of what might have caused the problem from all the information you gathered and comparative thinking you applied
- Exhausting all possible explanations and theories that might exist
- Tabulating all this information clearly and presenting it with authority
- Identifying the one explanation or theory that explains the root cause of the problem better than any other explanation or theory

Pinpointing the Correct Cause

- Developing an airtight, logical and undisputable reason that explains why your final cause is the true and correct root cause of the problem, and not any of the other explanations / theories
- Dislodging false or incorrect theories that lead to incorrect decisions and the inevitable waste of money

Solving the Problem

- Making the best and most efficient decision of what action to take to solve the problem at the least cost and effort, but still with the best results that will solve the problem permanently
- Conducting informal progress reviews
- Catch someone doing things right
- Bringing enjoyment, fun, camaraderie, pride and satisfaction into the workplace

By attending this practical two day Business Problem-Solving course, you will learn the science of asking the right questions at the right time and to think and react:

- Quickly
- Intelligently
- Efficiently
- Systematically
- With Discipline
- In Detail
- With Focus



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

Work out a Cost Estimate

Request a Quotation



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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