

Decision Making and Problem Solving for Project Managers

Action-oriented Decision Making and Problem Solving

The overall goal of this course is to build the experienced project manager's competency in decision making and problem solving. This course will provide the knowledge and tools to enhance timely decision making and problem solving skills within the framework of the project life cycle.

Prerequisites

Basic project management training or equivalent experience

Course Level

Intermediate/Advanced

Who Should Attend

This program is designed for project managers, program managers, portfolio managers, Business Analysts or functional/line managers who would like to enhance their decision making and problem solving capabilities.

Performance Focus

Incise decision making, strategic questioning, creative problem solving and solution development are some of the main areas of focus of this course.

What You Will Learn

Upon completion, you will be able to:

- Reinforce the importance of making a sound decision in a timely manner
- Apply the concept of separating facts from perceptions
- Describe a structured problem-solving approach
- Identify the concepts of root cause analysis and be able to use some fundamental tools
- Develop perceptive questions and describe their importance in solving problems

Course Overview

Getting Started

- Introductions
- Course structure
- Course goals and objectives

Foundation Concepts

- Identify the impact of indecision
- Identify key drivers to decision making
- Identify the root causes of indecision
- Identify next steps to take

Decision Making Model

- Making an appropriate decision for the situation
- How to translate requirements into action
- How to action a plan

Problem Solving Overview

- The critical elements of problem solving and different approaches
- How to translate requirements into action
- How to action a plan

Analyzing the Problem

- Who wins - the Tortoise or the Hare?
- Root cause analysis
- Prioritizing the root causes
- Cause-effect relationships

Solution Development

- Defining components of a solution
- Testing a solution's viability
- Critical elements of an implementation plan
- Risk mitigation planning
- Gaining approval

Sustaining Improvement

- Impact and elements of effective change
- Operational critical parameters
- Transition plans

Summary

- What did we learn, and how can we implement this in our work environments?



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