

Course title:	<b>Problem solving and decision making</b>
Target group:	For professionals who needs to learn problem analyzing skill and decision making flow chart
Outcome:	The participants will learn the professional and classic methodology of problem analyze and decision making steps
Duration:	2 days (9 am ~ 5:00 pm)
Guideline:	<p><b>Day 1. Analyze and solve problem:</b></p> <ul style="list-style-type: none"> <li>- Definition – what is a problem?</li> <li>- Use 3Wskill to describe problem solving <ul style="list-style-type: none"> <li>- Exercise – how to describe a problem?</li> <li>- Classical flow chart of problem solving <ul style="list-style-type: none"> <li>- collect data and analyze: questionnaire, investigate, media..</li> <li>- SWOT analyze</li> <li>- 5 Whys analyze</li> <li>- analyze methodology (fishbone skill)</li> </ul> </li> <li>- resources you need for problem solving <ul style="list-style-type: none"> <li>- possible barrier and solution</li> </ul> </li> </ul> </li> <li>- practical case and exercise</li> <li>- Summary of day 1.</li> </ul> <p><b>Day 2. Decision making :</b></p> <ul style="list-style-type: none"> <li>- 5 steps of decision making model (bring up case, provide tool, group work): <ul style="list-style-type: none"> <li>o SMART goal setting <ul style="list-style-type: none"> <li>▪ SMART exercise</li> </ul> </li> <li>o Choose the standard <ul style="list-style-type: none"> <li>▪ Standard exercise</li> </ul> </li> <li>o Compare your plans <ul style="list-style-type: none"> <li>▪ Case + exercise: brainstorming, compare tool</li> </ul> </li> <li>o Risk evaluation <ul style="list-style-type: none"> <li>▪ Case + exercise: risk compare</li> </ul> </li> <li>o 2 factors of the best decision plan</li> </ul> </li> <li>- Summary</li> <li>- Q &amp; A</li> </ul> <p>End of training</p>