

# Problem solving and decision making

## DESCRIPTION:

Improving individuals' and groups' abilities to solve problems and make decisions is recognized as an important issue in education, industry, and government. Problem solving is a process in which we perceive and resolve a gap between a present situation and a desired goal, with the path to the goal blocked by known or unknown obstacles. In general, the situation is one not previously encountered, or where at least a specific solution from past experiences is not known. In contrast, decision making is a selection process where one of two or more possible solutions is chosen to reach a desired goal. The steps in both problem solving and decision making are quite similar.

## OBJECTIVES:

At the end of this training, you will be expected to be better able to:

- Increase your awareness of problem solving steps and problem solving tools.
- Distinguish root causes from symptoms to identify the right solution for the right problem.
- Improve your problem solving and decision making skills through identifying your own problem solving style.
- Identify ways to think creatively and work towards creative solutions.
- Recognize the top ten rules of good decision-making.



## TRAINING CODE:

PSDPD 08

## DURATION:

08 hours / 2 hours for 1 day

## MODE OF DELIVERY

- presentations
- group discussions
- role-playing
- self-assessing exercises

## DESIGNED FOR:

This course is suitable for

(Level 3 & 4)

## **OUTLINE:**

- What is decision making
- How to choose actions
- How to analyse the impact of your actions
- How to decide in groups
- What are the principles of decision making

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