



## CONTINUING EDUCATION

### Course Outline

# Problem-Solving and Decision-Making Strategies

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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.

## Who Should Take This Course?

This course is designed for anyone who works with others to solve problems and make decisions – including supervisors, business owners, project managers, coaches, teachers, those who coordinate the work of others and individual contributors.

## Course Objectives

- Identify the real problem
- Manage conflict and achieve results while solving problems
- Utilize decision-making strategies
- Efficiently solve problems

## Course Info

- Length: 6 hours
- Format: Virtual classroom instruction via Zoom, with interactive activities
- Prerequisite: None

## Course Content

### Identify the real problem

- Utilize the four tools of problem solving for everyday and workplace situations
- Evaluate operational versus people problems and how to resolve them
- Utilize a case study to apply principles to a real-world situation

### Manage conflict and achieve results while solving problems

- Utilize communication strategies to include all participants in a discussion
- Focus on the problem and the objectives not on the emotions involved

### Utilize decision making strategies

- Understand the principles of the Rational-Linear Decision Making Model
- Understand the principles of the Intuitive Decision Making Model
- Know when to use each model or a combination of strategies

### **Efficiently solve problems**

- Resolve problems in a group environment to achieve buy-in from participants
- Incorporate a proven problem solving agenda strategy to achieve resolution of the issue

### **Assessment /Evaluation**

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

### **Course Completion/Continuing Education Unit (CEU) Letter**

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend\* 80% of the course (or 100% of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

### **Certificates of Completion for Certificate Programs**

To receive a Certificate of Completion for the Supervision Certificate, you must take all six required courses and attend\* 80% of the entire certificate (calculated by total number of sessions).

\*Attendance for CEU letters and certificate programs is verified by the instructor at the beginning of each class session.

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The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request. Green River College is an equal opportunity educator and employer. Learn more at [www.greenriver.edu/accessibility](http://www.greenriver.edu/accessibility).