



Problem-Solving and Decision-Making Strategies

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: Classroom instruction and demonstration
- 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



CONTINUING EDUCATION Course Outline

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 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 Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. 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.

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