



CONTINUING EDUCATION

Course Outline

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

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 percent of the course (or 100 percent 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 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can [request a Certificate of Completion online](#).

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

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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.