

# PROBLEM SOLVING & DECISION MAKING SKILLS

07 December 2022 02:00 PM - 08 December 2022 05:00 PM

## Brief Overview:

In a dynamic business enterprise, a corporate executive is assessed by his ability to deal with problems and how he handles them. Among other soft skills, he would need problem-solving & decision making techniques, if he wishes to move upwards in the hierarchy. Both these topics are entwined and support the other. Once the problem is identified, from the several solutions one has to choose the most effective one. This involves decision making. Executives, who are lacking these skills, tend to stagnate in their current position and are left behind in the race towards success. Hence the need for this skill becomes essential.

This two day program would give an in-depth analysis of how a corporate executive or manager can effectively work in an organization when a PROBLEM arises and what DECISION making tools he would need to handle it.

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## Session content:

- **Day 1 – Problem solving**

- a) The 7 step problem solving method
- b) Problem solving Tools
- c) RCA – root cause analysis – ISHIKAWA
- d) Action Planning
- e) Evaluation
- f) Result monitoring
- g) Standardization and prevent recurring.

- **Day 2 – Decision-making imperatives**

- a) Concept of decision-making
- b) Factors that impact decision-making
- c) How to improve decision-making?
- d) SWOT
- e) Fear Factor – How it retards decision-making?
- f) The decision-making process.

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## For Whom:

- Executives, Managers and Senior managers of all verticals from any industry
- Entrepreneurs and Businessmen HODs and Faculty of all Colleges
- Any Corporate Executive who is interested in learning PS & DM Skills.

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## Key Takeaways:

### At the end of the workshop, the participants will learn how to:

Define the problem.  
Narrow the problem.  
Generate solutions.  
Choose one solution  
Implement it and  
Prevent the problem from recurring

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## Facilitator profile:

### Mr. M. S. Krishna Rao:

Mr. M. S. Krishna Rao, Founder of ASP1RE - (Skill Development & Employability Enhancement Consulting Co.,) ·The Facilitator, who is a lawyer by profession who later chose to become a soft skill trainer, has done numerous skill development training workshops, lectures and speeches for public and private sector organizations, banks, MNCs, Govt., and quasi-Govt undertakings, and various companies in manufacturing, trading, finance, IT and ITES, BPOs, and educational institutions in Chennai and Hyd. His notable corporate clients include, SBI life, IndusInd Bank, Shriram Group, LIC .As a book writing coach, has trained Professors / HoDs to write their books which is required for the fulfillment of their Ph.D programs. Conducts activity based experiential trainings in resorts, retreats, hotels for senior management executives.

### Academics:

M.A. in Criminology ( Madras University)  
·LL.B (Madras Law College)  
·PG Diploma in PM & IR (I I P M)  
·(LL.M)

### Certifications :

Certified Soft Skill Trainer ( IRATD)  
Certified Out Bound Trainer  
Master Trainer empanelled with APSSDC & TASK  
Book Writing Coach  
Spoken English Coach

**Fee Details:**

- **Fee Details**
- Member amount : Rs 1300.00- (Including 18%GST)
- Non Member amount : Rs 0.00- (Including 18%GST)
- Total Member count :