Problem Solving and Decision Making Skills

A 2-day workshop for corporations, government institutions, and medium-sized enterprises

Course Objectives

- Apply digital thinking in problem-solving and decision-making
- Use digital thinking as an innovative and effective approach to formulating, organizing, & monitoring goals, strategies, ideas and solutions
- Develop processes and workflows in designing solutions to their daily work problems
- Utilize systematic and pragmatic problem solving, decision-making, and creative thinking tools in real-life work situations

Who Should Attend

Supervisors, executives, and managers from all management fields, both technical and non-technical

Module Outline

Module 1: Digital Thinking as a New Approach to Solving Problems

- Understanding the digital thinking parameters
  - Customer-centric approach
  - Pragmatic and problem-focused solutions
  - Openness and cross-organizational communication and collaboration

Module 2: Digital Thinking Approach in Problem-Solving & Decision-Making

- Design thinking
- FEE Working Canvas

Module 3: Digital Thinking Approach in Innovation

- Developing effective processes and workflows
- Graphical data representations
- Digital analysis and data-driven decision-makings

Module 4: Problem Solving Tools

- The WORPS method
- The OODA loop
- The OPDCA method

Module 5: Decision-making Tools

- The 6 thinking hats
- SWOT analysis
- Brainstorming

Module 6: Creative Thinking Tools

- SCAMPER technique
- Morphological analysis
- TRIZ

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Contact Us (Tap on Icon):

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