



Professional Development Centre advances the purpose of professionalism by deepening the participant's ability to improve performance and effectiveness. We deliver management and technology skills to increase productivity. Our programs promote creativity and provide tools for managers to produce durable and demonstrable impact. In short, we'll show you results. www.case.edu.pk

Problem Solving & Decision Making

PSDM is an interactive, outcome-focused two-day workshop that delivers a comprehensive approach to problem solving and decision making. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it.



Increase your awareness of problem solving steps and problem-solving tools. Distinguish root cause from symptoms to identify the right solution for the right problem. Improve your ability to participate in and communicate about a collaborative problem-solving process. Gain insights into team decision-making. Learn about problem solving and decision making tools.

Target Audience

Anyone who is responsible for:

- Resolving issues quickly and accurately
- Developing innovative solutions to problems
- Utilizing excellent judgment in decision making
- Following through with successful implementation of solutions

Contents of the Program

Problem Analysis

- Define a "problem"
- Identify the types of problems encountered
- 5 Whys Technique
- The Problem Solving Model
- Using fishbone analysis
- Problem-Solving Toolkit

Decision Analysis

- The Decision-Making Process
- Decision-Making Traps
- Group Decision Making – Stepladder Technique
- Six Thinking Hats
- MindJet

Potential Problem/Opportunity Analysis

- Implementing a Decision
- Force Field Analysis

Total Investment

Rs. 16,000 per participant.
Includes class room training, course material, refreshments, and completion certificate.



Consulting Group

brings together seasoned professionals who employ result-oriented, proven techniques to deliver training workshops that deliver experiential learning. As leaders in strategic management, human resource development, capacity building, and organization development we ensure that all programs are developed in line with current global management thinking and trends. www.arkconsulting.pk

Program Leader

Mr. Khusro P. Malik GPHR is an influential and highly respected, multi-skilled trainer, facilitator and mentor. He holds a Masters degree in Business Administration (University of Ottawa) and a Masters degree in Public Administration (Punjab University). He has worked internationally. He is a certified "Global Professional in Human Resources" from HRCI USA.

Program starts in the third week of February 2010
Download brochure from www.arkconsulting.pk



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