

*It's Time To Stand Out*

# Problem Solving & Decision Making



As an individual, facts and knowledge can only go so far. 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. This two-day workshop should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

## What You Will Cover:

- Practical application in problem solving
- Define a "problem"
- Describe the ideal problem solver
- Identify the types of problems encountered
- The Problem Solving Model
- Using fishbone analysis
- Problem-Solving Toolkit
- Facts vs. Information
- 10 Ingredients for Good Decision Making
- Gradients of Agreement
- The Decision-Making Process
- Decision-Making Traps
- Problems as Given/Problems as Understood
- Types of decisions (including bad ones!)
- Implementing a Decision

## How You Will Benefit:

- 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 problem-solving and decision making skills through identifying your own problem-solving style
- Improve your ability to participate in and communicate about a collaborative problem-solving process
- Recognize the top ten rules of good decision making

## Register now—

Title (Please Circle) **Mr**      **Mrs**      **Ms**      **Miss**

Name

Business Name

Postal Address

State

Postcode

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## Payment Options:

I would like to pay by  Cheque

Purchase Order

## Credit Card Details:

Visa     MasterCard     Amex

Credit Card Number:

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Name on Card:

Signature:

For registration and payment details contact  
**One-on-One Professional Business Training**

Telephone: 1800 66 00 00  
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## REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
  - 1) More than 7 Days Notice - Full Refund
  - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
  - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
  - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
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8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
10. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

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- Business Etiquette: Gaining That Extra Edge
- Business Leadership: Becoming Management Material
- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
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- Inventory Management: The Nuts & Bolts
- Marketing and Sales
- Meeting Management: The Art of Making Meetings Work
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- Negotiating for Results
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- Sales Training: Dynamite Sales Presentations
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- Sales Training: Prospecting for Leads like a Pro
- Sales Training: Selling Smarter
- Skills for the Administrative Assistant
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- Stress Management Training
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- Teamwork: Building Better Teams
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- Writing Reports and Proposals



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