



WATA Knows... and you can too!

Leadership and Management Courses

Solving Problems & Making Decisions

The ability to solve problems and make decisions is considered one of the most important leadership skills. Use a range of approaches to confidently make and implement decisions and solve problems following this one-day course.

One this course you will learn to:

- ✓ Take decisions and solve problems confidently
- ✓ Use a step-by-step approach
- ✓ Maximise your decision-making ability
- ✓ Present information to help you and others make decisions

What does the course cover?

- ✓ Investigating and analysing problems
- ✓ Defining the problem
- ✓ Techniques for decision making including fishbone analysis, PESTLE and SWOT
- ✓ 5-step decision making model
- ✓ Data gathering and interpretation
- ✓ Presenting information as part of decision making using graphs and charts
- ✓ Brainstorming and creative thinking techniques
- ✓ Implementing and evaluating decisions
- ✓ Techniques to develop individual decision making skills
- ✓ Decision making styles

This course is ideal for team leaders, supervisors, managers and anyone else whose job involves making decisions.

Course Dates

2011: 28 Nov

2012: 30 May

**Course fee: £225 + VAT per delegate
Plus ILM fees if required**

Delegates will be provided with course handouts, lunch and refreshments.

Duration: 1 day

(9:15 am to 4:30 pm approximately - please arrive 15 minutes before the course is due to commence)

All courses are adapted to suit your needs and accreditation with **ILM (Institute of Leadership & Management)** is optional