

Making Business Improvements through better Decision Making

COURSE SCHEDULE

09.00 Registration – Tea/Coffee

09.30 **Induction**
Welcome, Introductions, Housekeeping

10.00 **The business of solving problems**
Analysis
Defining problems
Advantages and disadvantages
Gathering intelligence & information
Identifying possible causes and solutions
Working and testing solutions
Making the decision
Monitoring the results

11.00 Break – Tea/Coffee & Pastries

11.30 **Making Rational Decisions**
Analysis
Define decisions to be made
Establishing & classifying objectives
Classify the Objectives
Define the 'wants' & 'musts'
Generating, testing and applying alternatives
Apply the Alternatives to the Requirements
Weighting & Scoring
Provisional and final decisions

12.45 Buffet Lunch

13.30 **Decision making tools**
Cost benefit analysis
Decision making
Fishbone analysis/Ishikawa/Cause & Effect
Flow charts
Force field analysis
Paired comparison
Pareto principle
Six thinking hats
SWOT analysis

14.30 Break – Tea/Coffee & Biscuits

15.00 **Open systems thinking**
Exploring the problem(s)
Define the system
Building models from your definitions
Compare the models with the real world
Identifying possible actions
Implementing the selected action(s)
Repeat cycling for continuous improvement

16.00 Mop-up, summaries & future resources
Online resources, evaluation sheets, etc.

16.30 Closure
Tea/Coffee & Informal Networking

RESOURCES

Hand-outs

- Self-assessments
- Case studies

Complementary online resources to download

- Glossary
- E-book containing course detail
- Do's & Don'ts