Problem Solving & Decision Making

The Problem Solving and Decision Making Workshop is designed to enable leaders to solve problems proactively and gain others' commitment to solutions and actions. Since leaders are required to make the right and timely decisions in a very fast paced and uncertain business environment, the workshop is designed to help participants learn to recognize how personal bias, tunnel vision, and marginal commitment influence decisions. Yet, if employees rely on "gut," "instinct" or his/her "best guess," the organization may find itself in a constant reactionary state where costly mistakes are made. Through an integrated approach, the program provides the nformation processes and people skills to help employees first identify and resolve issues, generate options and opportunities, and utilize sound judgment in decision making that ensures clear understanding of impact and consequences.

Objectives

- To enhance the leadership capabilities of problem solving and decision making so that employees at Office Depot more accurately identify and assess problems and use sound judgment in making the appropriate decision.
- To enable Office Depot leaders and employees to utilize various decision making practices that result in clear understanding of both the decision and potential consequences.
- To enable Office Depot employees to anticipate the potential impact of decisions and proactively determine who needs to know, who needs to be consulted and whose approval is needed as part of the decision making process.
- To advance Office Depot employees' capabilities to problem solve and make decisions in support of the organization's corporate strategic direction, business imperatives and stated objectives.
- To enhanced skills in listening, questioning, clarifying, sharing intentions, defining expectations, and proposing options.

As a result of the program, participants will learn to:

- Define problems clearly to create better solutions.
- Ensure decisions are aligned with business objectives and Office Depot's organizational culture and values.
- Use a distinct methodology for the creative problem solving process and "outside-the-box" solutions.
- Implement powerful decision making approaches and tools to best fit the situation at hand.
- Make use of specific practices and tools that result in more effective decision making.
- Gain the power and confidence to effectively communicate so others have clarity and certainty around understanding the problem, reviewing the solutions and executing the decision.
- Develop processes to assess, plan for and anticipate the "trickle, ripple and domino" effect of actions within the organization.

Transforming the way businesses work!™