

THE IN-HOUSE TRAINING COMPANY

Fast and effective

Problem-solving and decision-making

Make smart choices and solve issues with speed and structure

Overview

Problem-solving isn't always easy. We can end up with 'paralysis by analysis', not seeing the wood for the trees, unable to see a solution. And we can procrastinate when making a decision, for fear of making a mistake, which is just as bad as taking an over-enthusiastic attitude and rushing into a decision with insufficient consideration of all the relevant facts. But there are some practical tools and techniques to help us avoid either pitfall – tools and techniques that can be easily mastered through this 'fast and effective' training course.

Course objectives

By the end of this coaching skills for problem-solving and decision-making training course, participants will be able to:

- Understand how to apply structured thinking to workplace problems
- Use practical tools to analyse causes and generate solutions
- Make confident decisions under pressure, using proven techniques
- Balance risk, impact, and urgency in everyday decision-making
- Communicate decisions clearly and gain support from others

Who should attend?

Anyone who needs or wishes to improve their problem-solving and decision-making skills.

Course format

A very practical, interactive half-day training course for a maximum group size of 12. Delivered virtually, on Zoom or Teams. Can also be delivered face-to-face, on-site (in which case, it is best delivered in an expanded one-day format).

Materials

Materials are provided in PDF format, including:

- Problem-solving toolkit
- Decision grid template
- Root-cause analysis worksheet
- Solution evaluation checklist
- Personal action planner

Expert trainer

Graham specialises in providing high-quality training, coaching and consultancy in personal productivity, sales and business development, and customer service. Over the last twenty years he has personally trained or coached over 30,000 business professionals. He is a member of the International Institute of Coaching and a qualified NLP Master Trainer.

His work has taken him all over the world and involved him in working closely with hundreds of different organisations from all business sectors, his client list including such organisations as BT, Vodafone, AT&T, Orange, Pfizer, GSK, Boots, Unilever, American Express, Thomas Cook, Apple, Sony, Motorola, Cisco, MFI, Barclays Bank, LIFFE, Abbey National, Prison Service, Home Office, Law Society, BBC, Daimler-Chrysler, Citroen, Weetabix, Nikon, Shell and many, many others.

Graham has written over twenty books, published in several different countries, including *Working Smarter*, *Companies don't succeed – people do!*, *Customer Relationship Management*, *Sales Training Games*, *90 Brain-teasers for Trainers*, and *Telephone Tactics*.

Known internationally as both a trainer/coach and a popular motivational speaker, he believes that effective learning has to be interactive and challenging. All his learning events are built around practical exercises, role play and case studies. His training style focuses not on just explaining new ideas or developing new skills, but also on motivating people to use them and to develop themselves as individuals. This approach gets results, as the following comments from programme participants show:

'Brilliant course, really interesting and very focused to my job role and day to day work.'

'Took away some very good ideas that I can use every day... good examples too.'

'Very confident in the subject, and amusing too. Made the course very interesting. A very clear sales model to use going forward.'

'Full of useful hints and tips which I will apply to my job.'

'Extremely well presented and structured'

Training course outline

1 Structured problem-solving

- What makes a good problem-solver?
- Avoiding quick fixes and guessing
- The 4-step model: Define – Analyse – Solve – Act
- Root cause analysis: using the 5 whys and the fishbone diagram
- Tool: Problem definition and cause template

2 Generating and testing solutions

- Brainstorming techniques for better ideas
- How to evaluate options with limited time and data
- Testing ideas for practicality, speed, and impact
- Avoiding overthinking or analysis paralysis
- Exercise: Apply solution selection to a real issue

3 Confident decision-making

- Types of decisions: quick, routine, strategic
- Balancing logic, emotion, and intuition
- Using decision grids, criteria checklists, and pros/cons lists
- Making decisions when data is unclear or conflicting
- Tool: Decision planning and communication sheet

4 Communicating and following through

- Gaining buy-in and support for your decisions
- Stating your case with clarity and confidence
- Dealing with resistance or disagreement
- Tracking progress and learning from results
- Action plan: Apply today's tools to a current challenge

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Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit www.theinhousetrainingcompany.co.uk