

# Mastering Problem Solving and Strategic Decision Making Module

Training Course Outline on **Mastering in Problem Solving and Strategic Decision-Making Process**

Veritas Academy

(A Sister Concern of DATCO Group)

**Duration: 2 Days Course (3 Hours/Day)**

**Organized by: DATCO Group**

## Session Plan

### Day-1 (3 Hours)

Time	Contents	Methodology	Materials	Remarks
10:00hrs-11:00hrs	Session 1: Introduction and Objectives of the session Definition and defining the Problem What is a problem? Listing problems, reasons of the problems, discussing about problems and reaching at conclusions.	Handout, PPT, Lecture. Group Discussion, Group Work	Multimedia, White Board, Flip Chart and Marker Pen, Flash Card, Masking Tape, Board Pin	
11:00 hrs-11:15 hrs	<b>Tea Break</b>			
11:15hrs-12:00hrs	Session 2: <b>Situation and Problem Analysis</b> Understand the situation What are the root causes of problems? Explain and	Handout, PPT, Group Discussion, Group Work	Multimedia, White Board, Flip Chart, Marker Pen, Masking Tape. Flash Card, Board Pin	
12:00hrs-13:00hrs	Session 3: <b>Exercise</b> Problem Tree analysis and finding potential problem discussion and reaching at conclusions.	Handout, PPT, Group Discussion & Group Work	Multimedia, White Board, Flip Chart, Marker Pen, Masking Tape. Poster Papers. Board Pin	
13:00hrs-13:15hrs	Recap Session/evaluation	Group	Q & A sheet	
13:15 hrs -14:00 hrs	<b>Prayer and Lunch Break</b>			

## Mastering Problem Solving and Strategic Decision Making Module

### Training Course Outline on Mastering in Problem Solving and Strategic Decision-Making Process

Veritage Academy

(A Sister Concern of DATCO Group)

**Duration:** 4 Days Course (3 Hours/Day)

**Organized by:** DATCO Group

#### Session Plan

#### Day-2 (3 Hours)

Time	Contents	Methodology	Materials	Remarks
10:00hrs-11:00hrs	Session 4: <b>Problem Solving in action</b> Exploring alternatives for problematic situations Identifying the nature of the problem and create alternatives. Assess all alternatives and use the best selected alternatives.	Handout, PPT, Group Discussion & Group Work	Multimedia, White Board, Flip Chart and Marker Pen, Flash Card, Masking Tape, Board Pin	
11:00 hrs-11:15 hrs	<b>Tea Break</b>			
11:15hrs-12:00hrs	Session 5: <b>Potential opportunity Analysis</b> Identifying the existing and future opportunities Choosing the opportunity and solutions to the problem Executing the solutions.	Handout, PPT, Group Discussion & Group Work	Multimedia, White Board, Flip Chart and. Poster Papers. Marker Pen	
12: 00hrs-13:00hrs	Session 6: <b>Use of skills for Strategic Decision Making</b> Use the skills in searching best opportunity and alternative solving problems and decision making	Handout, PPT, Group Discussion. Group Work	Multimedia, White Board, Flip Chart, Flash Card and Marker Pen	
13:00hrs-13:15hrs	Recap Session/evaluation	Group Discussion	Q & A sheet	
13:15 hrs-14:00 hrs	<b>Prayer and Lunch Break</b>			

## Mastering Problem Solving and Strategic Decision Making Module

### **N.B. Probable Course Motivational Activities from Verltage Academy End:**

1. Training expectation and Pre & Post evaluation will be carried out.
2. Verltas Academy will be ensured few token gifts (key set, Mug, Pen) among the course participants and during session wise performance the respective course instructor or course facilitator's will be ensured it among participants as of their regular best performance.
3. Best course performer of the topic wise course participant rewards and full course best performer reward also be considered by the academy.
4. During each session quality candy, nut like light food item also be ensured by the academy for ensuring the full attention of the participants in the class.

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### **Learning outcomes**

After completing this course, participants will have learned to:

- Identify, analyze, and address workplace problems are being solved
- Understand the components essential for solving problem
- Identify appropriate solutions through analyzing
- Explain the importance of problem solving initiatives
- Can use problem solving techniques to improve the situations
- Can contribute in problem solving activities and decision making
- Use a systematic approach to ensure the best possible decision is made.
- Create a plan for implementing, evaluating, and following up on decisions