

## Mastering in Problem Solving and Strategic Decision-Making Process

### Syllabus

The aims and objectives of this qualification are to enable participants 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

Modules		Takeaways	Key Exercise
Module 1	Introduction and Objectives of the session	<ul style="list-style-type: none"> <li>• Definition and defining the Problem</li> <li>• What is a problem?</li> <li>• Listing problems, reasons of the problems, discussing about problems</li> </ul>	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Group Work</li> <li>• Q/A</li> </ul>
Module 2	Situation and Problem Analysis	<ul style="list-style-type: none"> <li>• Understand the situation</li> <li>• What are the root causes of problems?</li> </ul>	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Group Work</li> <li>• Q/A</li> </ul>
Module 3	Exercise	<ul style="list-style-type: none"> <li>• Problem Tree analysis and finding potential problem discussion and reaching at conclusions</li> </ul>	<ul style="list-style-type: none"> <li>• Recap session/evaluation</li> <li>• Q/A</li> </ul>
Module 4	Problem Solving in Action	<ul style="list-style-type: none"> <li>• Exploring alternatives for problematic situations</li> <li>• Identifying the nature of the problem and create alternatives.</li> <li>• Assess all alternatives and use the best selected alternatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Group Work</li> <li>• Q/A</li> </ul>
Module 5	Potential Opportunity Analysis	<ul style="list-style-type: none"> <li>• Identifying the existing and future opportunities</li> <li>• Choosing the opportunity and solutions to the problem</li> <li>• Executing the solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Group Work</li> <li>• Q/A</li> </ul>
Module 6	Use of Skills for Strategic Decision Making	<ul style="list-style-type: none"> <li>• Use the skills in searching best opportunity and alternative solving problems and decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Recap session/evaluation</li> <li>• Q/A</li> </ul>

**N.B. Probable Course Motivational Activities from Veritas Academy end:**

1. Training expectation and Pre & Post evaluation will be carried out.
2. Veritas 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.