

OUR OFFERING

# Problem Solving and Decision Making



# Introduction

The drivers for continuous improvement include enhancing customer experience, driving revenue growth and developing new products and services.

Our workshops will help you embed a range of techniques and tools to bring this approach to life.

# Our approach to learning

We are passionate about what we do and our approach which we call **REALITY Learning**



**Relevant** – Ensuring the learning is relevant both in context and application



**Exciting** – Capturing the excitement of the participant so they want to know more



**Achievable** – Ensuring participants feel confident that they can achieve



**Lived** – Focus is on a lived experience and telling stories to bring learning to life



**Interesting** – Incites the participants to want to know more



**Transforming** – Inspires individuals to make changes



**Yields Value** – Focus on measurable impacts to the business

# The workshops

## **Introduction to Action Learning**

**Duration: 3hrs**

Pedler and Abbott describe Action Learning Sets as 'an organisation development tool that empowers employees to resolve complex problems' and this workshop will enable participants to set up and run a group. The content of the session includes:

- What is Action Learning?
- The Process
- Action Learning Group roles
- Setting meeting guidelines
- Circle of Influence and Control
- Useful questions
- Skills Practice

## **Problem Solving and Decision Making**

**Duration: 7hrs**

Ensuring you solve the 'real' problem and considering all elements in decision making enables organisations to drive growth. This practically focussed workshop will introduce participants to the tools and techniques to embed this approach. Content of the session includes:

- Introduction to Kaizen
- Analysing the Problem
- Generating Options
- Evidence-Based Decision Making
- Influencing Stakeholders
- Embedding change using Kotter's Principles
- Creating an implementation plan
- Exploring The Path of the Everyday Hero (The Change Curve)

**These sessions can be run:**

- **Virtually – we would recommend using a bite sized approach using 90-minute sessions.**
- **Face-to-face individual workshops at our premises or your organisations.**

**Please contact [Helen@strategisolutions.co.uk](mailto:Helen@strategisolutions.co.uk) to discuss further.**

