

***MGMT 003: Problem Solving and Decision Making**

(formerly MGMT 236)

Length: 14 hours

Each day you must make a multitude of decisions to solve problems, handle crises and take advantage of opportunities. In this problem-solving and decision-making course, you will examine the influences on decisions, apply ethics to decision making and learn to apply various techniques and processes for individual and group decision making. As you explore workplace problem solving, you will learn to recognize barriers to effective decision making and actions that support effective decisions.

Module 1: Problem Solving in the Workplace

- Define the terms problem and problem solving.
- Determine how to identify the scope of problems in the workplace.
- Describe the leader's role in the problem-solving process.
- Identify the components of a basic problem-solving model.
- Apply the steps in the decision-making process.

Module 2: Introduction to Decision Making

- Define "decision making" and explain the advantages of good "decision making".
- Identify actions that support effective decision making.
- Identify types of decisions made at various levels of management.
- Explain the advantages and disadvantages of group "decision making."
- Examine effective approaches to group decision making.

Module 3: Influences on Decision Making

- Discuss how risk and resources impact decision making.
- Explain how the work environment influences decision making.
- Discuss how managerial styles influence decision making.
- Explain the foundation for making ethical decisions.

Module 4: Techniques and Processes for Effective Decision Making

- Apply quantitative decision-making techniques.
- Explore diagramming decision-making techniques.
- Practice group decision-making techniques.
- Explain the interpersonal skills required for effective decision making.
- Recognize barriers to effective decision making.
- Recommend strategies for encouraging effective decision making.