



Training Course	Problem Solving & Decision Making
Course Language	English
Course Duration	Total Number of hours : 18 Days : 3 days Time : 8am – 2pm
Course Objectives	To provide knowledge & skills of general causes/reasons of problems at workplace & their solutions by using a problem solving/decision making model
Course Content	Course Key Topic Area Includes: <ul style="list-style-type: none">• Types of workplace problems• Problem solving approach• Problem solving factors• The problem solving model (PSM)• Characteristics and expertise of problem solver• Fishbone model & analysis• Questions to ask for analyzing the problem• Types of Decision Making• Cause-effect analysis; Decision Making process• Decision Making ingredients• The Decision Making process
Learning Outcomes	At the end of the course the trainees will be able to: <ul style="list-style-type: none">▪ Identify problems that are general to every workplace and those that are specific to your organization▪ Determine how to solve problems you face as a Supervisor using a problem solving model▪ Identify the characteristics of an effective problem solver▪ Determine the ingredients for good decision making▪ Effectively make collaborative decisions with your team



**Instructor Details
& Brief Instructor
Bio**

Name: Malik Nasir Nawaz

Malik Nasir Nawaz is a Learning & Development expert with more than 20 years of Human Resource experience. He is specialized in custom made trainings & delivering personal and professional development courses such as; Work Life Balance, Stress Management, Time Management, Selling Edge, Negotiation Skills, Team Building, Train the Trainer, Train the Teacher, Communication Skills and other Influencing Skills at work.

After attaining the MBA degree from USA, he started his professional career from BANK OF AMERICA in United States of America, and after working in various financial institutions moved over to Pakistan and remained associated with Service/Hospitality industry for over 14 years.

Leading Organizational Development Initiatives is one of his main fortes, and he has implemented various Training programs in Service, Financial, Medical and Hospitality industries. His training philosophy envisages that learning happens quicker and easier when the delegates are able to engage and enjoy the process. With over 2 decades of Training & Development experience, Malik Nasir can develop and facilitate learning experiences for leaders and leadership teams, utilizing 360 assessments and other feedback mechanisms. He can also actively associate with people from various cultural backgrounds to bridge the areas in communication and comprehend the changing needs of an organization. He is a Core member of Industry Advisory Group of National Vocational and Technical Education Commission Pakistan (NAVTEC)

Course Fees

QAR 3000

15% discount on online registration and payment.

15% corporate discount for 4 or more participants.