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THINKING

works

Problem Solving and Decision Making

Problem Solving Aim

Most companies lack a systematic and disciplined approach to solve problems quickly and effectively. This normally results in loss of valuable time and money. **The benefit of our approach is in providing employees with a competency in a proven and tested method of finding causes to problems that will eliminate recurring problems and thus save time and money.**

Decision Making Aim

Managers often have multiple and diverse alternatives but often lack the necessary skills to make quick, effective and participative decisions. **The benefit of our approach is to equip participants with specific techniques for information gathering and analysis to enable them to create the best solution for any required situation.**

Who Should Attend

All management, supervisory and professional staff.

Method

This is a modular, one to three-day, hands-on, skill-building workshop that will equip participants with the techniques of effective problem solving and decision-making. The use of experiential learning concepts coupled with simulation techniques are utilized throughout the workshop.

Participants will learn proven questioning techniques to gather accurate information. They will also improve their ability to organize and then evaluate that information to derive the best possible solution.

The following are the modules:

PriorityWise™

Learn and apply a proven approach to set, agree and reach consensus on priorities for diverse issues.

WHAT IT IS

PriorityWise™ is a thinking approach for assessing problem situations accurately and comprehensively. Issues are identified and then prioritized through a consensus seeking tool. Thereafter a plan is developed to resolve each high priority issue.

ThinkingWise™

Learn a basic thinking pattern of Divergent and Convergent Thinking that can be used in any problem solving or decision-making situation. This thinking pattern utilizes the ten (10) basic thinking skills for solving problems and making decisions effectively.

WHAT IT IS

ThinkingWise™ is an **Intuitive** Problem Solving technique that integrates **Systematic**, **Rational** and **Creative** thinking skills. It utilizes various approaches for divergent thinking and evaluation techniques for convergent thinking.

CauseWise™

Learn a practical thinking approach that integrates with intuitive thinking to identify, describe, analyze and resolve any deviation from standard by accurately finding the root cause.

WHAT IT IS

CauseWise™ enables a participant to define a problem correctly, to gather, organize and evaluate the problem specific information factually and accurately; and to generate causes logically and intuitively using past experience. True cause is then tested and confirmed before corrective action is taken.

SolutionWise™

Learn to make the best decision, by finding the best solution for the problem situation.

WHAT IT IS

SolutionWise™ is a thinking approach that successful executives use to analyze all components of business decisions: the reasons for making the decision, the purpose of the decision, and the decision requirements. Based on careful analyses of these components, you will be able to find the most effective solution possible even if it requires a total innovative solution.

RiskWise™

Learn and apply a unique process to anticipate potential problems before they occur and then to manage them proactively.

WHAT IT IS

RiskWise™ is a process that focuses on future planning. It answers the question, “What could happen if ...?” Learn how to reduce the number and severity of potential problems by assessing the situation and using specific information as the springboard for proactive actions.

THE BOTTOM LINE

Problem Solving provides employees with a **common approach and language** to problem solving.

A unique aspect of the workshop is its emphasis on application to own-job concerns. Immediate results can be expected and recommendations regarding true cause will be understood logically. The following are a few examples:

- A *Financial Institution* improved electronic processing rates by 10% within the first six months of implementation.
- Machine malfunctioning rectification reduced rejects by 21% in a *Paper Manufacturing Company*.
- An *Automotive Company* reduced their maintenance cost by 12% within a year from application.