

PROBLEM SOLVING AND DECISION MAKING



COURSE OVERVIEW

As a technical/professional manager, you are responsible for getting things done.

The people with whom you work depend upon you to take action and expect you to manage your resources, make sound decisions, and keep projects on schedule. Unfortunately many engineering professionals and managers are still unable to solve problems and make decisions as quickly, efficiently and as confidently as we would like. This program meets the need for an organized and systematic approach in dealing with the information surrounding our problems and decisions.

The Problem Solving Management program is such an approach. It is a discipline for problem solving and decision making.

COURSE OBJECTIVES

At the end of this course delegates will be able to:

- *Diagnose problems first, then make decision*
- *Have confidence in decision making ability*
- *Use information to make correct decision*
- *Decide on priorities, seriousness, immediacy*
- *Solve problems, make decisions without referral*
- *Decide on alternatives and risk*
- *Resolve problems in area of responsibility*

WHO SHOULD ATTEND

Managers, technical supervisors and project leaders who have the necessary knowledge, experience and ability to handle the job but would like to develop the skills to solve problems and make decisions quickly.

COURSE DURATION

2 Days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The approach in this program is to go through the process of logical problem solving with the aim of reaching decisions quickly and efficiently.

COURSE OUTLINE

DAY ONE

Situation Analysis

Separate into specific parts

Set priorities

Causes from effects

Action plan

Problem Diagnosis

What is the problem?

Describe the problem

The difference

Identify changes

DAY TWO

Decision Making Process

Decision statement

Decision objectives

Alternatives

Risks

Decisions for Problem Prevention

Planning statement

Critical steps

Priority

Likely cause

Preventive action

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.