

PROBLEM SOLVING

& DECISION MAKING



TUJUAN PELATIHAN

- Memahami pentingnya mengakui ada masalah yang dihadapi.
- Memahami pentingnya metoda untuk memastikan problem yang berdampak pada *performance* perusahaan.
- Memahami metoda identifikasi problem di area kerja.
- Memahami pentingnya keterlibatan dalam memecahkan permasalahan di tempat kerja sebagai bagian dari *people development*.
- Determinasi pengambilan keputusan akan menghasilkan sesuatu yang positif.

PROGRAM OUTLINE

DAY - 1

- **Introduction**
 - ◆ What is Problem Solving
 - ◆ How Problem Solving come to workplace

- **Problem Solving**

Type of problems encountered at the Workplace:

- ◆ Workplace due to Various Issue
- ◆ Common as a human beings
- ◆ An organization for various reason

- **Approach to problem solving by IDECIDE**

- ◆ Identify
- ◆ Define
- ◆ Enumerate Possible
- ◆ Create list Solutions
- ◆ Identify the Final Solutions
- ◆ Develop an Action Plan
- ◆ Evaluates the Result & Improve

- **Creative Thinking to boost Idea**

- ◆ What is Critical Thinking
- ◆ What is Creative
- ◆ Creative versus Critical

- **Some TIPS Idea to boost the Fresh Idea**

DAY - 2

- **Decision Making**

- ◆ What is Decisions
- ◆ 3 Types of Decisions Approach
- ◆ Factors affecting Decisions Making
- ◆ The decisions Making Process
- ◆ In good Making Decisions
- ◆ Gradients of Agreement
- ◆ How to improve Decision Making

- **Employee Involvement**

- ◆ Level of employee Involvement
- ◆ Contingencies of employee Involvement
- ◆ Overcoming involvement challenges

- **How to evaluate successfully decisions**

PESERTA

Supervisor level up (production, non production).

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