

PROBLEM SOLVING AND DECISION MAKING

When conflicts arise in work situations, most people do not know how to best resolve them without creating bad feelings. The result of these feelings can be detrimental to both the individual and the organisation. This course teaches participants how to resolve conflicts with win-win outcomes.

Our Objectives

We aim to

- enhance understanding of techniques used in problem solving and decision making
- encourage the use of problem solving and decision making strategies at the workplace
- facilitate effective management of workplace conflicts win-win outcomes

Your Profile

This course is suitable for all who need to engage in problem solving and decision making at the workplace.

Your Results

At the end of this course, you will learn to

- practise the techniques used in problem solving and decision making
- create a positive work environment through objective negotiation
- handle difficult people at the workplace using positive problem solving techniques

Our Methods

We believe in making the course interactive and fun by using a variety of methods. These include:

- Individual and group work
- Class discussions
- Role plays

Our Trainers

Our trainers are all qualified and highly experienced lecturers from Singapore Polytechnic.

Please note that we only specialise in customising courses for organisations; public courses for individuals are not available.

**SINGAPORE POLYTECHNIC
BUSINESS COMMUNICATION CENTRE**

Course Enquiry

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