

**PROBLEM SOLVING**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
PS	16 <sup>th</sup> May 2013

<b><i>Main Aim and Key Benefits:</i></b>	This course aims to give delegates the essential skills needed to identify a problem then look at the scope and impact of this. It will look at gathering and interpreting information in order to solve the problem. The final key stage is to plan the implementation and communication of the decisions.
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• Problems Encountered</li> <li>• Five step Process for Decision making                             <ul style="list-style-type: none"> <li>○ Define the objective</li> <li>○ Collect relevant information</li> <li>○ Generating Feasible Options</li> <li>○ Making the Decision</li> <li>○ Implementing and Evaluating Your Decision</li> </ul> </li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Group discussions and exercises</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Bursars, Assistant Bursars, Head of Department and Senior Supervisors
<b><i>Duration:</i></b>	1 day
<b><i>Certification:</i></b>	OBT and Progressive Training
<b><i>Fee (excl VAT):</i></b>	£167.50
<b><i>Training Provider:</i></b>	Progressive Training