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Steps to Managing Problem-Solving & Decision Making at the Workplace



Anticipate and Identify Problems

1 Detect a likely problem

- Identify symptom(s) that could lead to potential problem(s)
- Detect the problem(s) using observation

2 Verify information & arrive at the exact problem

- Collect information on the problem
- Analyse the information for soundness, correctness and legitimacy
- Pinpoint the exact problem using elimination, objective reasoning or questioning



Generate & Evaluate Solutions

3 Facilitate generation of ideas to solve a problem

- Identify the root cause(s) of the problem
- Encourage creativity in generating ideas
- Listen actively
- Maintain focus and direction of idea generation process
- Select 2 to 3 most viable ideas

④ Evaluate the value and impact of selected ideas

- Identify the strengths and limitations/constraints of each idea
- Identify likely impact of selected ideas on workplace ecology
- Evaluate all ideas for their values and impact



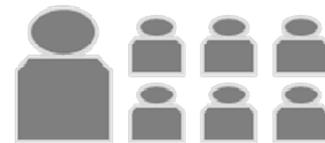
Make a Decision and Take Responsibility

⑤ Decide on and implement a preferred solution

- Select the preferred solution
- Manage conflicting opinions arising out of discussion
- Draw up a comprehensive implementation plan

⑥ Evaluate the implemented solution & modify accordingly

- Gather & analyse feedback from relevant sources
- Evaluate effectiveness of the implemented solution
- Formulate & execute modification(s) where necessary
- Monitor and review effectiveness of modification plan



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