

DECISION FOCUS[®]

CRITICAL THINKING IN ACTION

Decision Focus equips you with the essential tools to solve problems, make sound judgments, and plan ahead - faster and more effectively. Amidst the constant drive for results and the need for speed in business, people often struggle with applying a rational approach to problem solving and decision making. Without a reliable process, things go wrong:

- Poor understanding of situations.
- Wrong assumptions.
- Opinions masquerading as facts.
- Defensiveness, finger pointing.
- Erroneous conclusions.
- Time and money spent on the wrong actions.

Decision Focus is a systematic process for problem solving and decision making that is based on principles of logic and critical thinking. It is learned in a 2-day workshop where participants learn the tools and apply them to real problems and decisions they currently face. Live web classes and self study formats are also available.

You will return to work with new skills for better solutions and decisions, plus the complete Decision Focus toolkit. Resources include the Decision Focus Reference Guide and Workbook, Decision Focus 7.0 Software, Pocket Guide and job aids.

Who Should Attend

Managers, Supervisors, Technical and Professional staff, as well as anyone who must solve problems, make decisions, or implement plans will benefit from Decision Focus. This training is also a must for anyone involved in failure investigations, root cause analysis, corrective and preventive action.



What You Will Learn

SITUATION ANALYSIS

To clarify and resolve broad, complex problems

PROBLEM ANALYSIS

To find the root cause of specific problems and failures

DECISION ANALYSIS

To make the best choice in important decision situations

DECISION FOCUS 7.0 SOFTWARE

To put the power of Decision Focus on your desktop

RISK MITIGATION ANALYSIS

To control risks in decisions, plans & projects

How You Will Benefit

- Improve your ability to consistently make the right decisions, especially when timelines are tight and action is required.
- Break down complex situations and problems into workable pieces.
- Identify the true root cause of a problem before time and money is spent on corrective action.
- Clearly identify roles and responsibilities in important decision situations.
- Present solutions and recommendations in a logical and persuasive format.
- Increase your skill in identifying criteria and reducing decision risks.
- Decrease project timelines by eliminating problems before they occur.
- Ask better questions in problem solving and decision making meetings.
- Learn how to apply your best critical thinking to every issue, problem or decision you face.

Situation Analysis



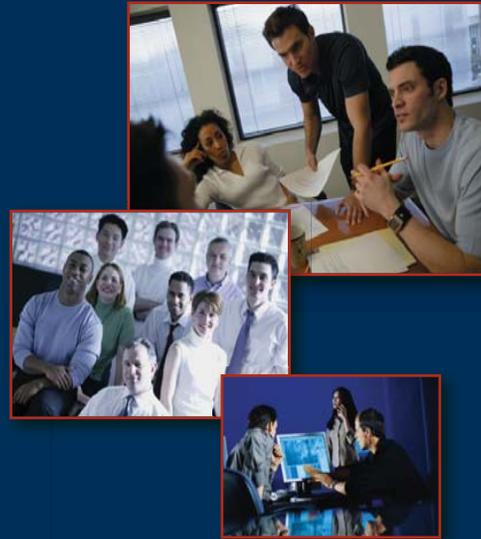
How to size up complex problems.

Situation Analysis helps you see the bigger picture behind a situation, understand causes and effects, set priorities and ask the right questions before reaching a judgment.

Situation Analysis helps you:

- quickly get to the heart of the issue.
- fully understand the 'situation' that exists prior to any decision or action.
- identify causes & effects to see the whole picture.
- create plans that target the key drivers of the situation.
- resolve the situation based on facts, not opinions.

COURSE OVERVIEW



Decision Analysis



How to make sound strategic & tactical decisions.

This process helps you systematically set decision objectives, create and analyze alternatives and manage risks. You'll learn several methods to optimize the three cornerstones of decision effectiveness: speed, quality and buy-in.

Decision Analysis helps you:

- clearly identify decision objectives.
- understand the 'musts' and 'wants' criteria of any decision scenario.
- quickly eliminate unacceptable options.
- reduce decision risks.
- present your solutions in a clear and compelling format.

Decision Focus® 7.0 Software



Finding solutions just got easier!

You'll receive a Decision Focus 7.0 Software license as part of your resource kit and discover how it takes your decision making effectiveness to the next level.

Decision Focus 7.0 helps you:

- establish a consistent format for documenting decisions and recommendations.
- process large, complex decision scenarios with ease.
- communicate your solutions easily with exports to Word, Excel or Acrobat.
- create multiple slide PowerPoint presentations of your work using the PowerPoint wizard – with just one click!
- record decision making meeting content and input without having to re-format the information.
- control follow up actions more effectively through the Action Manager export feature – with just one click.

Problem Analysis



How to find the true root cause of problems.

This process is used to find the cause of specific problems, failures, and breakdowns. You'll learn unique methods for data collection and analysis, with a total focus on identifying and verifying the true root cause(s) of the problem.

Problem Analysis helps you:

- define problems quickly and effectively.
- discern between relevant and unrelated factors.
- generate focused clues to zero in possible causes.
- rule out incorrect possible causes and theories.
- identify the true root cause and determine corrective action.

Risk Mitigation Analysis



How to control risk.

Risk Mitigation Analysis is used to implement decisions and plans by forecasting and preventing obstacles that threaten success. You'll identify and assess risks, and prevent them from destroying the success of your decisions.

Risk Mitigation Analysis helps you:

- avoid hidden problems that can destroy success of your decisions.
- "critically think" to ensure a course of action won't cause new problems.
- develop preventive and contingent actions.
- delegate decision implementation with confidence.
- eliminate the 'blind spots' in any decision, plan or planned change.