

PSDM 问题解决与决策

Problem Solving and Decision Making

课程简介

本课程以理性管理思维为主线，结合Charles H. Kepner博士所开发的PSDM（问题解决与决策）课程的精髓思想，帮助学员运用正确的系统思考模式，增强团队协作能力，显著提升制定高质量的决策，系统化地解决问题的能力。

课程目标

- ★ 树立面对问题的正确心态，在紧急状况与时间压力下，理性地处理问题与决策
- ★ 建立系统化的管理语言，达成更有效地沟通与合作；
- ★ 掌握信息收集、排序、组织、分析与确认的正确方法
- ★ 提高思维逻辑，激发在团队内的更多创意；
- ★ 更好地设定处理问题的优先级，增加解决方案的确定性
- ★ 能更好地管理风险，避免潜在的问题，善于运用潜在机会；

内容提要

- ★ 现状分析及问题定义
- ★ 清晰思考逻辑推理
- ★ 问题分析与方案制定
- ★ 决策与风险评估
- ★ 解决问题与决策工具

课程对象

管理人员和领导者

课程时间

2天共16学时

Introduction

By learning of Dr. Charles H. Kempner's PSDM (Problem Solving and Decision Making) techniques, the class will build the systemic method of thinking and improve group facilitation skills. It provides participants with the knowledge and skills needed to effectively solve problems and make decisions.

Objectives

- ★ Set the positive attitude when facing problems, to solve the problem and make decision rationally under pressure and in urgency
- ★ Build up common management language to facilitate communication and cooperation effectively
- ★ On top of the methodology of data collecting, prioritizing, structuring, analyzing and validating
- ★ Enhance think logic, inspire original initiatives among the group
- ★ Better prioritize the problems, increase the certainty of the solutions
- ★ Improve the capability of risk management, to avoid potential issues, be good at taking opportunity

Contents

- ★ Current status understanding and problem identification
- ★ Logical think map
- ★ Problem analysis and action plan establish
- ★ Decision making process and risk analysis
- ★ Problem solving and decision making tools

Participants

Leaders and managers

Duration

2 days/16 hours