

DECISION FOCUS[®]

ESSENTIAL TOOLS FOR PROBLEM SOLVING & DECISION MAKING

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 highly recommended for action teams who must address problems or make decision recommendations as part of their purpose and goals.



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

RISK MITIGATION ANALYSIS

To control risks in decisions, plans & projects

DECISION FOCUS 7.0 SOFTWARE

To put the power of Decision Focus on your desktop

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 resolve broad, complex problems



Situation Analysis helps you get to the heart of complex problems faster. It helps you understand the whole situation clearly so you can set priorities and take the right actions needed for successful resolution. 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 cause & effect relationships embedded in the situation.
- See past the “clutter and noise” and focus on the key issues.
- Resolve the problem based on facts, not opinions.

Decision Analysis

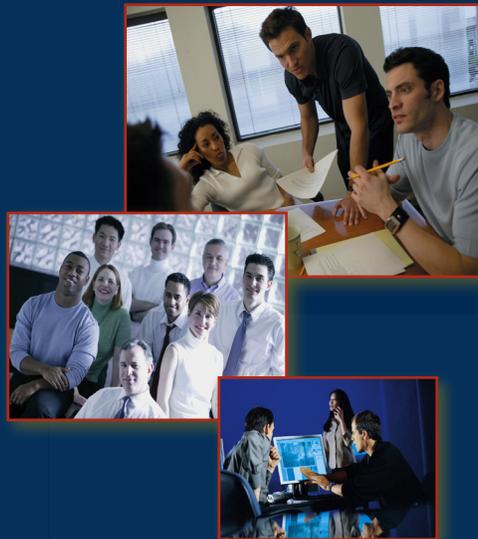
How to analyze decision alternatives



Decision Analysis helps you set decision objectives, analyze alternatives, and assess decision risks. You'll learn several methods for setting criteria, evaluating alternatives and managing uncertainties – to increase the quality of your decisions and recommendations. Decision Analysis helps you:

- Clearly frame decision objectives.
- Understand the “musts” and “wants” criteria of your decision.
- Eliminate unacceptable options.
- Manage decision risks.
- Present decision logic in clear and rational terms.

COURSE OVERVIEW



Decision Focus® 7.0 Software



Decision Focus 7.0 Software helps you apply Decision Focus faster and more effectively. It guides you through each process and provides multiple ways to communicate information, analysis and conclusions. Use Decision Focus 7.0 to:

- Guide problem solving and decision making meetings and discussions.
- Communicate your solutions in a variety of formats (MS Office, Acrobat, and others).
- Create instant, “one-click” management presentations and summaries in PowerPoint and Word.

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.
- Distinguish between relevant and unrelated factors.
- Generate focused clues to zero in possible causes.
- Rule out incorrect possible causes and theories.
- Identify and verify the true root cause and determine corrective action.

Risk Mitigation Analysis

How to reduce risk in plans and projects



Risk Mitigation Analysis helps you implement important decisions and plans. The process identifies potential problems that can threaten success, and strategies to prevent or mitigate these risks. It also helps you:

- Identify key areas where potential problems are likely to occur.
- Reveal hidden problems and eliminate them.
- Create contingency plans for swift recovery, if problems occur.
- Eliminate the blind spots in important plans or projects.
- Dramatically increase the odds of success.