Decision-Making and Problem-Solving

Duration: 1 day
Audience: Gestionnaire

Who is this training for?

Managers or team leaders

Training objectives

- Analyze a problem based on its level of complexity and context
- Recognize common biases and pitfalls in decision-making
- Apply a structured 5-step problem-solving process
- Use practical tools to identify root causes and generate sustainable solutions
- Prioritize actions to maximize impact

Summary

In a context where organizations are changing rapidly and having to deal with unforeseen challenges, knowing how to make strategic, tactical or operational decisions is no longer an option, it is an essential skill.

This training will allow you to analyze the context with lucidity, to avoid cognitive biases that distort choices and to transform obstacles into opportunities. You will discover proven methods and concrete tools such as QQOQCCP, Ishikawa, the 5 Whys or the benefit-effort matrix, and you will learn how to apply them in realistic scenarios. At the end of the training, you will leave with solutions that can be immediately transferred to your organization.

Developing your ability to decide and solve problems means getting ahead of the curve and becoming a key player in performance and innovation.

Course outline

Module 1: Understanding decision-making

- Decision-making levels: strategic, tactical, operational
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The Cynefin model and contexts (simple, complicated, complex, chaotic)

- Introduction to understanding a vision, a mission and strategic objectives
- Aligning projects with organizational priorities
- Using tools such as SWOT analysis

Module 2: Knowing oneself well to make better decisions

- The influence of biases in problem solving
- The conditions of Success: Psychological Safety, Collaboration

Module 3: The Problem-Solving Process in 5 Steps

- Determine the decision-making method (authority, majority, minority, consensus)
- Define the problem (QQOQCCP tool)
- Identify the causes (Ishikawa, brainstorming, brainwriting, affinity diagram, 5 whys)
- Prioritize solutions (multi-voting system, benefit-effort matrix)
- Implement and follow up (action plan, indicators)
- Key Performance Indicators (KPIs)
- Strategic Dashboards

Module 4: Putting it into practice

- Case study: St-Hiver restaurants
- Team exercises: analysis, identification of causes, prioritization of solutions

Module 5: Synthesis and engagement

- Feedback and learning
- Development of an individual action plan

Approach and methodology

1. Learning about oneself and the content

2. Learning together

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The workshop is very interactive, allowing participants to :

- Increase their level of engagement (personalized feedback)
- Share and learn from the experiences of other participants (discussions, exchanges, breakout group activities, plenaries)
- Use concrete examples from the workplace to reinforce learning (scenarios, case studies)

3. Learn from action

Experiential activities foster the awareness essential for lasting change, allowing for the emergence of concrete and applicable knowledge. At the end of the workshop, participants develop an individual action plan. This commitment is to integrate the principles learned, thus ensuring the transfer and optimal application of knowledge.

Recommendations

Experience in project management or coordination is recommended.

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