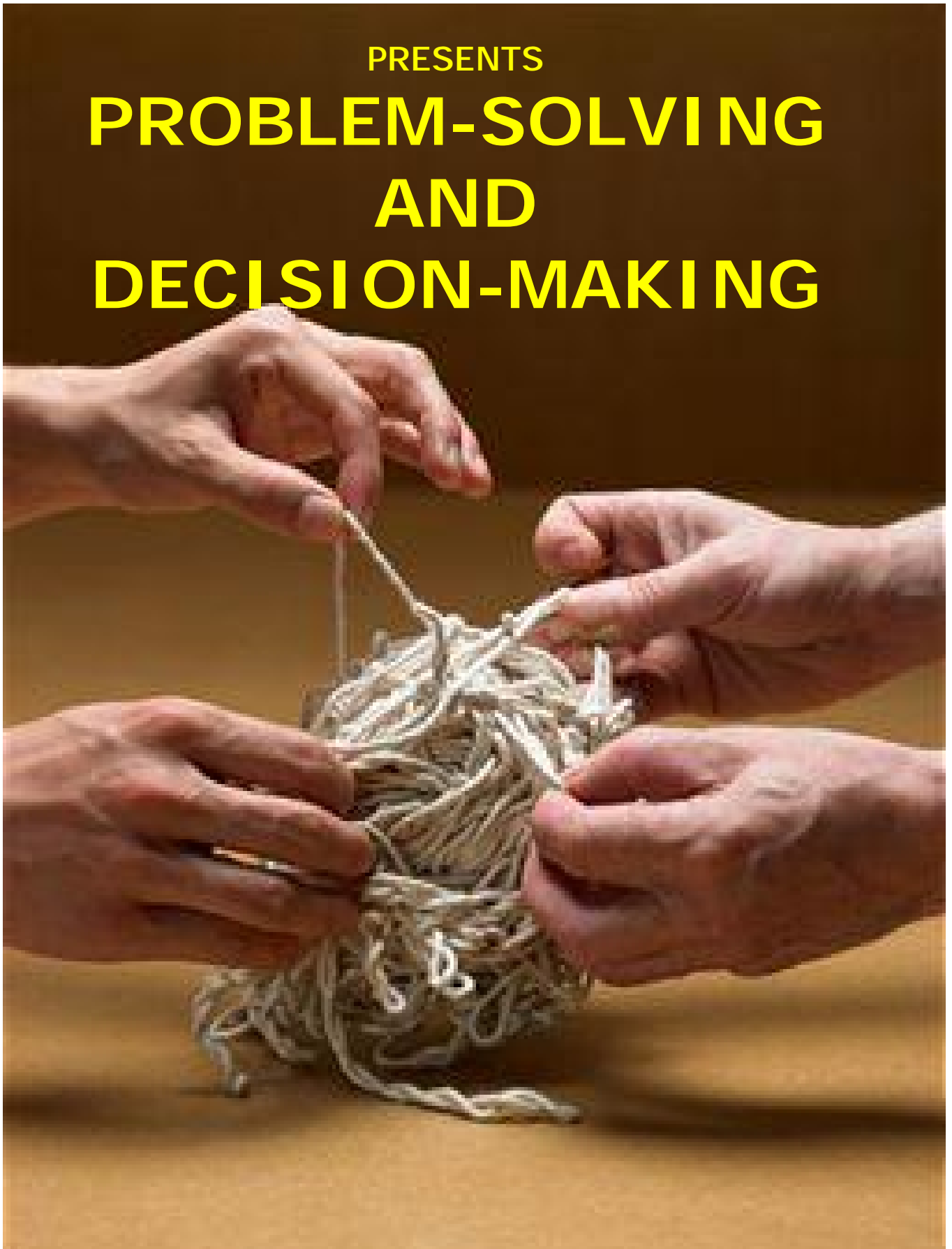


PRESENTS
**PROBLEM-SOLVING
AND
DECISION-MAKING**



WORKSHOP:

P R O B L E M - S O L V I N G A N D D E C I S I O N - M A K I N G



What will I learn from problem-solving and decision-making?

- Ø Increase your awareness of problem solving steps and problem-solving tools
- Ø Distinguish root cause from symptoms to identify the right solution for the right problem
- Ø Improve your problem-solving and decision-making skills through identifying your own problem-solving style
- Ø Improve your ability to participate in and communicate about a collaborative problem-solving process
- Ø Recognize the top ten rules of good decision-making

What You Will Cover:

- | | |
|--|--|
| <ul style="list-style-type: none"> Ø Practical application in problem solving Ø Define a “problem” Ø Describe the ideal problem solver Ø Identify the types of problems encountered Ø The Problem Solving Model Ø Using fishbone analysis Ø Problem-Solving Tool kit Ø Facts vs. Information | <ul style="list-style-type: none"> Ø 10 Ingredients for Good Decision Making Ø Gradients of Agreement Ø The Decision-Making Process Ø Decision-Making Traps Ø Problems as Given/Problems as Understood Ø Types of decisions (including bad ones!) Ø Implementing a Decision |
|--|--|

Who is the trainer?

Drs. Shira Saraç-Essed is a psychologist with experience in the area of drug rehabilitation for adolescents and adults. She has worked for the ‘Coördinatiebureau Drugsbestrijding’. She has a Masters degree in Clinical & Health Psychology from Leiden University.

This workshop will consist of 2 sessions:

Date & Time	What’s Included?	Price
Saturday February 27 th 2010 March 06 th 2010 9.00-12.00	<ul style="list-style-type: none"> • Instruction by an expert facilitator • Small interactive class • Specialized manual and workshop materials • Personalized certificate of completion • Lunch 	Afl. 465*,-

Number of participants:

To have effective participation from all participants, the training insists on a minimum of 8 participants and a maximum of 15 participants.

* Ask for our group discounts