

ESS – Employability Skills System
PROBLEM SOLVING AND DECISION MAKING
(Competency Level – Managerial)

Introduction

As the nature of the Problem Solving and Decision Making is very relevant to any day-to-day situations, the focus of assessment should stress more on workplace and business performance related issues and examples.

Description

- At managerial level the Problem Solving and decision Making Module focuses on the organization as a whole and the skills of the manager to ensure the organisation is operating at an optimum and efficient manner. One of the primary concerns for the manager is to be able to assess the performance of the organization, identify problems in organisational practices and implement decisions to address these issues.



General Learning Objectives

This Problem Solving & Decision Making module for the Managerial Level has the following main learning objectives: -

- The ability to understand how to drive the performance deficiency
- The ability to understand how to manage team dynamics and conflict management
- The importance of fostering creativity during idea generation
- The types of system and/or resources of the optimization are affected
- Develop an implementation plan and the essential steps to be taken
- Evaluate effectiveness of the implemented solution



TARGET GROUP: The ES modules at Managerial level are targeted for people occupying managerial roles, or roles with substantial organisational responsibilities, it is also relevant for small business operations and self-employed people.

DURATION: 16 Hours

SUPPLIED MATERIALS: Participant Reference Guide and Practical Exercises

ENTRY REQUIREMENTS: As with the other Problem Solving & Decision Making modules, this module does not assume that the trainee has any prior knowledge or skills of experience associated with Problem Solving & Decision Making nor does it assume coverage of Problem Solving & Decision Making skills at operations and supervisory levels. It does assume that trainees are working

One Fullerton, 1 Fullerton Road #02-01 Singapore 049213
 Mailing Address: Katong Po Box 159, Singapore 914306.
 Tel: 65-65143217/ 65-65143220 Fax: 65-62415955 Email: enquiries@trustedu.com

as manager or have access to management-level case studies and experiences, which are relevant to the topic.

Trainees without this background are not precluded from the unit but will find it more difficult to benefit from the module as many of the assessment events assume knowledge of managerial processes and issues.

PROBLEM SOLVING AND DECISION MAKING

(Competency Level – Managerial)



Contents

Competency Unit	Competency Element
3.1 Anticipate and identify problems	3.1.5 Assess performance deficiency
	3.1.6 Examine the causes of the performance deficiency and their impact on systems and resources
3.2 Generate and devaluate alternative solutions to a problem	3.2.5 Facilitate generation of ideas from an organisational perspective
	3.2.6 Evaluate the impact of selected ideas on systems and resources
3.3 Make a decision and take responsibility for it	3.3.5 Select a preferred solution and facilitate implementation
	3.3.6 Evaluate the performance outcome of the implemented solution and incorporate it as a standard operating procedure (SOP)