



## Course

# Analytical Thinking and Decision Making

การคิดเชิงวิเคราะห์และการตัดสินใจ

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**Duration:** 2 Days (9:00 – 16:00)

### Learning Design:

Boston Network's experienced Trainer has refined instructional design through years of experience. The design:

- Provides a stimulating environment based on adult learning principles to maximize skill transfer.
- Utilizes competency-based instructional techniques, with case practice and on-the-job application, encouraging participation to maximize learning results.
- *Allots over 60% of workshop time to practice and application of the skills being learned.*

### Training Methodology/Approach:

The workshop can be tailored to meet the needs of different management and executive levels, as well as professional and staff specialists and key support personnel through variations in the program structure and content, including :

- The number and content of the case studies used and the emphasis on team or individual on-the-job application.
- The sequence in which the learning modules are presented and the depth to which each process is covered and the use of structured application sessions, covering a wide-range of topics

### Results-focused Approach and Measurement of Training Effectiveness:

- Pre-workshop structuring (Identify work-related issues to address and gather inputs to customize delivery)
- Workshop facilitated (Using adult learning principles – investigating current approach, learn the ideas, practice, get feedback and apply on job issues)

### Workshop Description:

Moving away from traditional training approach to a result based skill development; this workshop encourages participants to apply the new concept learnt to their job responsibilities and delivers the results rapidly out of the session. Experienced instructor helps participants to ask questions to gather and analyze information effectively. Participants will work on relevant case studies as well as their own job topics to help them familiar and achieve the tremendous results through the application of problem solving & decision making concept emphasizing on using "Problem Mapping Technique".

"A picture is worth a thousand words". Problem Mapping is a visualized tool developed from the well recognized "Problem Solving and Decision Making" framework. It uses symbolic to support the thought process to holistically investigate the incident and recommend the set of thorough action plan ranging from the contingent plan, corrective action, preventive action and foolproof.



## **Root Cause Analysis**

Identify root cause systematically by gathering factual information, determine the most probable cause and develop the action plan to confirm the root cause or fix the problem.

## **Systematic Decision Making**

Determine the appropriate alternatives and gain commitment from all stakeholders by finding the consensus in selection criteria, brainstorming for the creative choices, evaluating the choices fairly as well as considering the risks before recommending the best alternative.

## **Problem Mapping**

Problem Mapping is relatively easy to understand. Therefore, it can be applied to work and used as the common methodology for problem investigation both for sales and marketing, support functions and manufacturing. This methodology has been adopted worldwide to solve quality problem, machine and process failure as well as concern in sales and marketing.

## **Key Learning Objectives:**

- Enhance the trouble shooting skills e.g. Root cause Analysis, Fishbone Diagram, 5-Why technique, etc.
- Develop a visualize map that systematically explain and analyze the multi-factor incident and the correlation between recommended actions and problem.
- Form a short and concise visualized presentation that can be used to report or recommend the action plan for management approval.

## **Course Outline:**

### **Day1**

- **Root Cause Analysis**
  - Data Gathering Techniques (IS/IS NOT)
  - Possible Cause Brainstorming and Fish Bone Diagram
  - Determine and Verify the Most probable cause
  - Case studies
- **Systematic Decision Making**
  - Clarify purpose and objectives
  - Develop the alternatives
  - Identify the adverse consequent and risk assessment
  - Case studies

### **Day2**

- **Problem Mapping**
  - Understand possible causes, root cause and other related factors using advance 5-Why technique.
  - Develop the thorough action plan to address the issues.



- Develop the visualized map to illustrate problem, impacts, root cause, related factors as well as the set of action had been taken and recommended action will be taken.
- Case studies and Participants' On-the-Job topics

## Why Boston Network?

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- **World Class Curriculum** - our course curriculums incorporate best-in-business thinking and practices and are designed for all organizational levels.
- **Renowned Trainers** - all our seminars, conferences are led by senior executives, managers, authors, educators, consultants, even CEOs. They're not only skilled speakers, but top business practitioners who have been in the trenches
- **Satisfaction Guarantee** - we are totally focused on customer satisfaction. Our 100% customer satisfaction guarantee is the factor that will distinct us from others.
- **Experienced Training Specialist** - with more than five years of experiences, we bring in latest business know-how, world-class cutting edge management knowledge, and valuable insights to Thai society. We held over 200 seminar events each year with more than 10,000 executive participants countrywide.



### **100% Satisfaction Guarantee**

After attending Boston Network seminar or event, if you are not fully satisfied that we have delivered everything promised. Simply notify the seminar administrator by the lunch break and we will refund the entire registration fee.