

Preventing Disastrous Decisions

Problem Solving in times of Stress



Focus on: **The Manager** ☒ **The Specialist** ☒ **Spotlight Programme** ☐ **Hands-on Skills** ☐

Course Overview

Everyone is a decision-maker. We all routinely make decisions as we go about our daily lives. The outcomes of our decisions — either positive or negative — can impact others. In most cases, the decisions go unnoticed because their impact is local or personal with minimal impact on others. In some cases, however, individual or group decisions can have a significant impact not only on the decision-makers, but also on the lives of many others. In the Petro Chemical Industry, this is particularly true when such decisions contribute directly or indirectly to disastrous outcomes, including loss of life, asset damage, environmental releases, or financial losses.

Being able to make decisions and solve problems effectively is a necessary and vital part of the job for every emergency manager, planner, and responder. This course is designed to improve your decision-making skills.

Course Objectives		This Course is Ideal For:	
1	Enhance your decision-making and problem-solving skills in emergency management.	✓	Operational Leaders
2	How to distinguish between a problem and its causes or symptoms	✓	Shift Leaders
3	Analyse your personal attributes and relate them to your decision-making style	✓	Professionals who have influence over operational or strategic decisions
4	Consider the attributes of an effective decision-maker	✓	Managers of Risk
5	Research the different decision-making styles and the 7 steps in the process	✓	Team Leaders, site, operations and Supervisors
6	Cognitive biases in decision-making		

Course Content

Day	Theme	Coverage
1	Preventing Disastrous Decisions – Effective Decision-Making for Leaders	<ul style="list-style-type: none"> Decisions in Emergency Management Examples of critical decisions before, during and after an emergency Discussion: On-Site Crisis Management Decisions Learning from disastrous decisions Case Study & Exercise
2	The Decision-Making Process	<ul style="list-style-type: none"> Problem Solving vs. Decision Making 7 Steps of the Decision-Making Process Exercise Structured Problem-Solving Models Distinguish between a problem, its causes and/or symptoms Exercise

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3	Identifying Decision-Making Styles and Attributes	<ul style="list-style-type: none"> • Case Studies – Dangers of “Groupthink” • The Myers-Briggs Type Indicator® • What Is your Psychological Type? • Preferences and Decision Making • Discussion: Why all Group Decisions are not always Successful? • Correlating large amounts of data, encapsulating key elements for an Executive Summary • Exercise • What contributes to an Effective Decision Maker? • Activity: Identifying Your Strengths and Limitations • Case Study
4	Problem solving During a Crisis or a High-Risk Environment	<ul style="list-style-type: none"> • Ethical Issues and Emergencies • Case Studies – Petro Chemical Industry disasters due to wrong decisions • Effective delegation during a crisis • Exercise • Decision Making and Stress • Case Study
5	Pulling it all together	<ul style="list-style-type: none"> • 9 Techniques to assist your Decision Making in a Crisis • Exercise • Emotional Intelligence • With Power and Leadership comes Criticism • Case Study • What will you do with the results of your four Tests from this week? <ul style="list-style-type: none"> ○ How good is your Problem Solving ○ How good is your Decision Making ○ Communications Skill ○ Personality Test (Briggs Myers) • Course review and roundup

Course Assessment	Certification
Participants will be assessed on: <ul style="list-style-type: none"> Participation in sessions Completion of exercises & case studies Performance in assessments 	Upon successful completion of the course, participants will receive a Certificate of Successful Completion , along with a Transcript of Marks showing the performance by grade in each element of assessment and overall.

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Course Instructor

PhD qualified, experienced, a dynamic and passionate speaker, having delivered hundreds of motivational speeches, keynote addresses and presentations to most industry sectors, as well as to thousands of clients and stakeholders on Leadership and Decision-Making skills within High-Hazard industries in the EU, Middle and Far East.