

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. 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.

For sub-Saharan African leaders, these skills help safeguard critical infrastructure, healthcare, and economic systems during crises.

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.

Delegates will gain tools to protect investments and sustain progress toward Africa's ambitious development objectives even in high-stress environments.

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		

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Course Content

Day	Theme	Coverage
1	Preventing Disastrous Decisions – Effective Decision-Making for Leaders	<ul style="list-style-type: none">Decisions in Emergency ManagementExamples of critical decisions before, during and after an emergencyDiscussion: On-Site Crisis Management DecisionsLearning from disastrous decisionsCase Study & Exercise
2	The Decision-Making Process	<ul style="list-style-type: none">Problem Solving vs. Decision Making7 Steps of the Decision-Making ProcessExerciseStructured Problem-Solving ModelsDistinguish between a problem, its causes and/or symptomsExerciseCase Studies – Dangers of “Groupthink”
3	Identifying Decision-Making Styles and Attributes	<ul style="list-style-type: none">The Myers-Briggs Type Indicator®What Is your Psychological Type?Preferences and Decision MakingDiscussion: Why all Group Decisions are not always Successful?Correlating large amounts of data, encapsulating key elements for an Executive SummaryExerciseWhat contributes to an Effective Decision Maker?Activity: Identifying Your Strengths and LimitationsCase Study
4	Problem solving During a Crisis or a High-Risk Environment	<ul style="list-style-type: none">Ethical Issues and EmergenciesCase Studies – Petro Chemical Industry disasters due to wrong decisionsEffective delegation during a crisisExerciseDecision Making and StressCase Study
5	Pulling it all together	<ul style="list-style-type: none">9 Techniques to assist your Decision Making in a CrisisExerciseEmotional IntelligenceWith Power and Leadership comes CriticismCase StudyWhat 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

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		<ul style="list-style-type: none">○ How good is your Decision Making○ Communications Skill○ Personality Test (Briggs Myers)● Course review and roundup
Course Assessment		Certification
Participants will be assessed on:		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.
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.