

COURSE BROCHURE

# Decision Making and Problem Solving for Public Managers

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



## Course Description

### Course Overview

Decision Making and Problem Solving for Public Managers is a comprehensive professional development program designed to strengthen analytical thinking structured decision processes and leadership judgment within public sector environments. The course provides a clear understanding of how public managers can assess challenges evaluate policy implications consider stakeholder needs and make effective decisions that align with institutional goals and public accountability standards. Participants will explore leadership thinking frameworks decision models and problem-solving approaches relevant to government operations and service delivery.

For new managers supervisors and team leaders in government institutions decision-making capability is a core leadership competency that directly influences performance efficiency and public trust. This program supports leadership training for new managers and first-time manager training initiatives by enhancing reasoning skills confidence and accountability in leadership roles. It aligns with management skills training and leadership development for team leaders by helping participants understand how structured thinking supports organizational success and effective governance.

### Key Outcomes

By the end of this program participants will be able to...

- By the end of this program participants will be able to explain principles of effective decision making within public sector contexts.
- By the end of this program participants will be able to identify different categories of problems encountered in government management.
- By the end of this program participants will be able to apply structured frameworks to analyze situations and evaluate alternatives.
- By the end of this program participants will be able to recognize biases and common decision-making errors.
- By the end of this program participants will be able to demonstrate logical reasoning when assessing policy or operational challenges.

uncertainty.

- By the end of this program participants will be able to contribute to organizational effectiveness aligned with leadership fundamentals course objectives.
- By the end of this program participants will be able to apply decision-making concepts to daily management responsibilities.

### **Who Should Attend**

- First-time managers and newly appointed supervisors in public sector organizations
- Department heads and section managers
- Team leaders and operational coordinators
- High potential employees preparing for leadership roles
- Policy implementation and administrative professionals
- Project managers and planning staff
- Participants attending a supervisor leadership program or new manager leadership course
- Professionals seeking stronger decision-making and problem-solving capabilities

Prerequisites: No prerequisites.

### **Course Outline by days**

#### **Day 1 — Foundations of Decision Making in Public Sector Leadership**

- Understanding decision-making concepts and terminology
- The importance of structured thinking in public management
- Types of decisions in government environments
- Leadership accountability and decision responsibility
- The relationship between decisions performance and public value

#### **Day 2 — Problem Identification and Analytical Thinking for Public Managers**

- Recognizing different types of organizational problems
- Understanding root causes versus symptoms
- Analytical thinking approaches for public sector challenges
- Information evaluation and evidence-based reasoning

- Evaluating alternatives consequences and risks
- Managing uncertainty in policy and operational decisions
- Avoiding cognitive biases and decision traps
- Leadership judgment and accountability considerations

#### **Day 4 — Collaborative Problem Solving and Stakeholder Considerations**

- Group decision-making processes and leadership facilitation
- Communication clarity in presenting solutions
- Stakeholder perspectives and decision impacts
- Conflict resolution in decision processes
- Overcoming barriers to effective problem-solving

#### **Day 5 — Applying Decision Making to Leadership Challenges and Continuous Improvement**

- Integrating decision-making into leadership responsibilities
- Improving confidence in complex decision environments
- Continuous learning and improvement in judgment
- Leadership influence on team problem-solving culture
- Personal leadership development planning for decision effectiveness

#### **Methodology**

This program follows a primarily theoretical and knowledge-based approach designed for professionals seeking structured understanding of decision-making and problem-solving within public sector leadership. Participants explore concepts frameworks and leadership thinking models through instructor-led presentations guided discussions and simplified case examples relevant to government operations. The emphasis is on conceptual clarity rather than intensive practical workshops making the course suitable for leadership fundamentals courses and management skills training initiatives.

Interaction levels include individual reflection exercises and light group discussions to enhance engagement and learning retention. Training materials include summary sheets participant workbook decision templates and leadership toolkits that can be applied easily using basic computer tools. Minimal optional pre-work may be provided if requested and optional follow-up support is available upon request only.

and knowledge retention.

Organizations may measure training effectiveness internally using performance indicators decision quality metrics manager evaluations or performance reviews. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up support may be provided upon request if additional evaluation guidance is required.

### **Instructor Profile**

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

### **Conclusion**

Strong decision-making and problem-solving capabilities are essential for effective public sector leadership and organizational performance. This course provides a structured learning experience that strengthens analytical reasoning leadership confidence and accountability for managers and supervisors. Whether delivered onsite online or in a blended format the program supports leadership training for new managers and participants will receive a certificate of completion upon finishing the course. Contact us to customize the delivery approach according to your organizational priorities and leadership development goals.

# Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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