SKILLSLAB
Training Provider

COURSE BROCHURE

Decision Making and Problem Solving for Public Managers

Professional Training Course

Skillslab Training Provider
Skills for Tomorrow's World

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Course Description

Introduction

Effective governance and service delivery depend on **strategic decision-making and problem-solving** capabilities. The **Decision Making and Problem Solving for Public Managers** program is designed to help government officials and executives strengthen their analytical, creative, and strategic thinking skills.

This course provides practical tools and frameworks for making informed decisions, resolving complex challenges, and ensuring that policies and programs deliver maximum impact. Participants will learn to balance data-driven insights with human judgment to improve outcomes and enhance organizational performance.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and processes of effective decision-making in the public sector.
- Apply structured approaches to analyze and solve complex problems.
- Use data and evidence to support policy and operational decisions.
- Manage uncertainty, risk, and competing priorities effectively.
- Enhance collaboration and team decision-making skills.

Course Content

Foundations of Decision-Making in Government

- The nature and impact of decisions in public institutions
- Common decision-making pitfalls and biases
- The role of leadership and accountability in public decisions

Analytical Thinking and Problem-Solving Techniques

- Identifying and defining problems accurately
- Root cause analysis and systems thinking

- Using creative and logical approaches to develop solutions

Module 3: Data-Driven Decision Making

- Collecting and interpreting relevant data
- Evidence-based policy formulation
- Decision tools for prioritization and resource allocation

Managing Risks and Uncertainty

- Recognizing uncertainty in public management
- Risk assessment and mitigation strategies
- Making decisions under pressure and time constraints

Collaborative and Ethical Decision-Making

- Building consensus and involving stakeholders
- Ethical considerations in public decisions
- Learning from outcomes and continuous improvement

Target Audience

This course is intended for:

- Public managers and decision-makers at all levels
- Senior and mid-level government officials
- Policy analysts and advisors
- Project and program managers in the public sector
- Professionals involved in governance, reform, or planning initiatives

Course Requirements

- Basic understanding of public administration or management principles
- Active participation in case studies and exercises
- Access to a laptop or tablet for interactive materials and activities

Training Methods

This course employs an **interactive and experiential training approach** including:

- Real-world decision-making simulations
- Case studies from government and public institutions
- Group problem-solving sessions and team exercises
- Analytical tools and decision-making templates
- Reflection and feedback sessions for performance improvement

Learning Outcomes

After completing this program, participants will be able to:

- Make informed, strategic, and ethical decisions in complex environments.
- Apply analytical and critical thinking to identify and solve problems effectively.
- Improve institutional decision-making processes and accountability.
- Use data and collaboration to enhance policy design and implementation.

Instructor

The program is delivered by an **internationally certified expert in strategic management and public administration**, with extensive experience training leaders, analysts, and decision-makers in government institutions worldwide. The instructor provides practical insights, tools, and real-life applications to strengthen leadership capacity and decision quality.

Contact Us

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

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