

Decision-Making and Problem-Solving

A framework to navigate uncertainty

Choosing the right path forward has never been more difficult.

Leaders and contributors face growing complexity, more decisions, and increasing expectations.

Without a clear approach, teams can lose focus—spending time on the wrong problems—or move forward without alignment.

With a shared framework, people think more clearly, focus on what matters most, and move forward with confidence. Blanchard's Decision-Making and Problem-Solving equips people with **one practical mindset and one repeatable process** they can use across roles and challenges.

Rethink the problem, set focus on what matters most, create possible solutions, and design a clear path forward.

The result is a simple, powerful approach that improves clarity, strengthens decisions, and helps people take confident action, whether the decision is routine or high impact.

When people make better decisions, performance follows.

Outcomes



Improve organizational effectiveness



Reduce wasted time



Boost goal achievement



Improve confidence at all levels



Learning Objectives

- Make thoughtful, insightful decisions
- Clarify priorities and evaluate trade-offs
- Generate and evaluate possible solutions
- Design clear, actionable paths forward

Decision-Making and Problem-Solving Skillset



Who Should Attend?

- Individuals
- Managers
- Senior leaders
- Anyone who wants to become a better decision-maker

A Simple, Repeatable Framework That Works Everywhere

Decision-Making and Problem-Solving blends a disciplined mindset with a practical, repeatable skillset, so people can navigate complexity without relying on guesswork, instinct, or luck.

The Mindset

How to think like strong decision-makers:

- **Expand Your Thinking:** Stay open to new ideas, challenge assumptions, and seek diverse perspectives.
- **Pursue Learning:** Learn from successes and failures to strengthen future decisions.
- **Be Decisive:** Act with confidence, embrace imperfection, and adjust when needed.

The Skillset

A four-step process for solving problems and making high-quality decisions:

1. **Rethink Your Problem** – Understand root causes and reframe the issue.
2. **Set Your Focus** – Clarify and prioritize must-have objectives.
3. **Create Your Options** – Generate and evaluate possible solutions.
4. **Design Your Path Forward** – Craft a clear, actionable plan.

Decision-Making and Problem-Solving helps teams address a wide range of business challenges: from improving existing processes to navigating complex, high-stakes decisions, it provides one clear, repeatable approach that works for both everyday choices and critical moments.

Flexible Options to Meet Your Needs

Online Awareness • Application • Performance Support

Overview: 45-minute overview of key concepts (with an optional Reflect and Share)

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