

# Decision Making & Problem Solving

Getting it Right the First Time

July 30, 2015 - Karachi | August 6, 2015 - Lahore



## Course Facilitator: Arifeen Ashraf

- ▶ MBA (Global Business Management), University of Southern Queensland, Australia
- ▶ International Business Development Consultant
- ▶ Certified trainer of International Finance Corporation (IFC, World Bank)
- ▶ Successfully conducted over 300 hours of training workshops for government, corporate, private & development sector enterprises.

### Course Overview:

Problem solving and decision making are important skills used in your personal lives on a daily basis and also for successful business management. Problem solving often involves decision making, which is a pivotal task for business managers and leaders. Some managers find this to be one of the most difficult tasks to perform. They have a fear of failure and procrastinate mainly because they lack a structured approach, leading to either putting off making the decision in the hopes that someone else will bail them out, or even worse, make a decision using a knee jerk reaction.

Problem solving and decision making; both of these actions are closely linked and require a mixture of skills: creative development and identification of options, clarity of judgment, firmness of decision, and effective implementation. This workshop will equipped you with a structured decision making methodology with the help of innovative, but simple, problem solving and decision making tools which would ultimately help you in taking quality decisions.

### Learning Outcomes:

- ✿ UNDERSTAND that solving problems and taking quality decisions can be done through a structured approach
- ✿ DISSECT a problem and to identify its various facets from decision making perspective
- ✿ LEARN the application of decision making process in an organizational context bearing a holistic view
- ✿ USE various problem solving tools to identify, define and analyze the fundamentals of a problem
- ✿ LEARN and apply quantitative and qualitative methods to improve decision making skills
- ✿ UNDERSTAND the importance of ethical and moral decision making

### Who Should Attend:









This course is designed for all managers including Human Resource Managers, Project Managers, Line Managers, Team Leaders, Supervisors and all Professionals involved in the process of business decision making that impact others in the organization.

...only from Octara!!!

For Details & Registration :

Karachi 021-34536306 (12), 021-34547141 | Lahore 042-35763064 - 63 | [register@octara.com](mailto:register@octara.com) | [www.octara.com](http://www.octara.com)

## Course Agenda:

-  **Activity 1** – How good is your Decision Making?
-  Differentiate between Symptoms and Causes
  -  Understanding and applying ‘Decision Making Process’
    - ▶ Identification, recognition and stating of a problem
    - ▶ Critical Analysis – Application of Analytical Tools and Techniques
-  **Activity 2** – Analysis Paralysis
- ▶ Generate alternative solutions using best possible methodology
-  **Activity 3** – Autopsy of a Problem
- ▶ Use the most appropriate technique to find best alternative
-  **Activity 4** – Stick to Your Options
- ▶ It’s ‘Decision Making Time’ – Make quality decisions and ensure flawless implementation
-  **Activity 5** – Becoming a Decision Maker
-  Creativity in Decision Making
  -  Decision making in emergency situations
  -  Ethical Decision Making
-  **Activity 6** – Happiness Unhappiness Syndrome



Course Facilitator:


## Arifeen Ashraf

Arifeen is a seasoned professional with more than 15 years of experience with local and multinational organizations. He holds an MBA from the University of Southern Queensland – Australia, a Master’s degree in Social Sciences and a Post Graduate Diploma in Disaster Management. He is currently General Manager Business Development in an organization providing Geographical Information Systems services.

Arifeen is a certified trainer of International Finance Corporation (IFC), a body of the World Bank and also a certified tutor of University of Southern Queensland, Australia. He has delivered multiple training workshops on various facets of business growth of numerous small and medium Enterprises. He is also a certified content developer of training material being globally used by IFC as part of Business Edge™ training programs.

He has conducted a multitude of training programs for a wide range of audience in the public, private and development sectors. His areas of expertise include Customer Service Excellence, Business Management Skills, Global Marketing, Services Marketing, Promotion Management, Strategic Management, Entrepreneurship and Decision Making – Problem Solving. Few of the organizations he has conducted workshops include UNICEF (nationwide offices), US Educational Fund (USEFP), Institute of Space Technology and Bahria Town amongst others.

### Here’s what past participants have said about Arifeen Ashraf

 "An outstanding session! The trainer stimulated my mind which helped me generate creative and innovative ideas at my workplace."  
**Usman Wajahat, Program Coordinator,  
Karwan Development Foundation**

“Fantastic session, wonderful trainer and a definite value add to my skill set.”  
**Kanza Rehman, Customer Relationship Office,  
Emaan Islamic Banking - Silkbank**

“A wonderful trainer, who kept us constantly engaged and motivated to participate in the session through activities and discussion, allowing for a great learning experience.”  
**Zoya Ishtiaq, United States Educational  
Foundation for Pakistan**”

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## Workshop Investment (Introductory Fee)

PKR **12,000\***

(Fee Per Participant)

(Plus PST 16% / SST 14%)

Fee includes course material, Octara Certificate, lunch, refreshments & business networking

## For Registration & Details

Phone : Karachi 021-34536306, 34547141, 34536315

Lahore 042-35763063 - 64

Fax : 021-34520708

Email : [register@octara.com](mailto:register@octara.com)

Web : [www.octara.com](http://www.octara.com)

## Payment

A confirmation letter/e-mail and invoice will be sent upon receipt of your registration.

Note: Full payment must be received in advance to confirm enrollment.

Send your cheque in favor of

Octara Private Limited

Muhammad Imran Anwer

Octara Private Limited

1/E-37, Block-6, P.E.C.H.S., Karachi.

Tel: 021-34534261, 021-34536315, Cell: 0321-2670041

Bring **Decision Making & Problem Solving** In-House

This workshop can be customized to suit specific need of your organization at significant savings.

Please contact Jason D'souza at [jason.bosco@octara.com](mailto:jason.bosco@octara.com) or call at 0332-2422732 for more details

## Connect with Octara on social networks



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## Training Calendar Open Enrolment Programs



### Procurement Frauds

Detection | Control | Prevention

Facilitator: Nadeem Asghar

July 28, 2015 - Lahore | July 30, 2015 - Karachi



### Executive Secretaries & PAs Workshop

Facilitator: Arshi Ahmad-Aziz

July 28, 2015 - Karachi | July 30, 2015 - Lahore



### Decision Making & Problem Solving

Facilitator: Arifeen Ashraf

July 29, 2015 - Lahore | July 30, 2015 - Karachi



### Measuring, Monitoring & Improving CUSTOMER EXPERIENCE

Facilitator: Naveed Ilyas

July 28 & 29 - Karachi | July 30 & 31, 2015 - Lahore

#### NOTE:

\*Fee per participant (includes lunch, refreshments & course material) PST 16% / SST 15%. Discounts available on a minimum of 5 nominations per course/city