

Problem-Solving and Decision-Making for Project and Program Managers

July 31 | August 1, 2 & 3 - 6pm to 10pm

FGV Botafogo - Praia de Botafogo, 190 - Room 306

Botafogo - Rio de Janeiro/RJ

Overview

Project and Program Managers are frequently confronted with situations that require them to solve unique problems and make difficult decisions. Tough decisions, especially those where personalities and emotions are involved, can lead to “analysis paralysis.” Responding to these challenges successfully requires a structured, disciplined process supported by critical thinking. For really difficult challenges, creative thinking techniques may be required as well.

This intensive, four-day course will provide you with insight into proven approaches for problem-solving and reliable tools for decision-making. You will learn how to use the FADE approach (Focus, Analyze, Decide, Execute) developed by Organizational Dynamics, Inc. You will learn how FADE can be used with other formal problem-solving approaches such as Kepner-Tregoe, ROSCAR, PDCA, and DMAIC.

You will also see how decision-making is an integral part of problem-solving. You will learn a variety of techniques for both individual and group decision-making. You will learn how to identify and evaluate the factors involved using techniques like SWOT and PESTLE. You will learn how to assess each alternative against defined criteria and how to use different approaches for identifying the best option.

And sometimes ... when the problem is so unusual that it defies logic, creative problem-solving becomes necessary. You will learn generalized methods such as the proper way to do brainstorming and specific tools such as de Bono’s Six Thinking Hats to help generate new ideas for dealing with new problems.

Key Learning Objectives

Upon completion, you will be better able to:

- List the elements required for a complete problem statement
- Focus on the real problem
- Apply a four step process to systematically solve problems
- Describe the behavioral and analytical processes of decision-making
- Make better decisions through critical thinking
- Employ both divergent and convergent thinking
- Identify the best choice from multiple options

The main speaker is Willian Duncan, and we will have the participation of the Raphael Albergarias:

William Duncan

President of Project Management Partners of Lowell, MA USA. He has over forty years of management and consulting experience. He has helped clients in North America, the Middle East, Asia, Latin America, and Europe improve both organizational and individual competence in project management. He was the primary author of the original (1996) version of A Guide to the Project Management Body of Knowledge. He is currently Director of Certification for IPMA-USA.

Raphael Albergarias

Founding member and President of IPMA Brazil. Director for development of IPMA in LATNET Program (Region 5). IPMA Lead Assessor for 4-L-C IPMA certification. Youngest president in the history of IPMA (Member Association), and youngest IPMA certification assessor. Bachelor in Business Administration. MBA in Project Management - UFRJ. Master in Business Administration - FGV. DBA student at ESC Rennes – France.

