

Practical Management for Career Readiness



Effective Problem Solving and Decision Making Module 1



with Rob Stone, M.Ed., PMP

Two General Categories of Problem Solving

Analytical Problem Solving

Creative Problem Solving

Analytical Problem Solving

There's a “right” answer --
usually systematic

What is the answer?

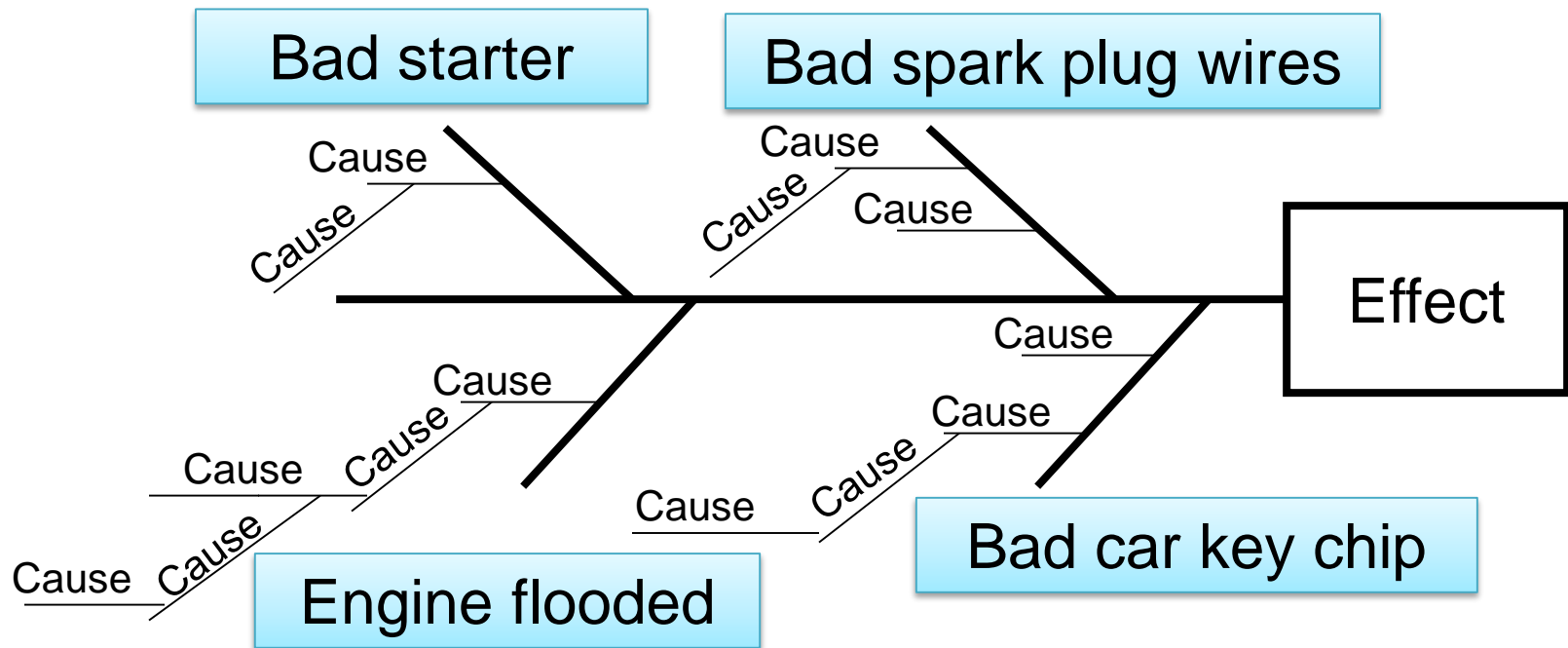
$$2 + 6 + 4 = ?$$

$$2 + 6 + 4 = 12$$

Four Algorithmic Methods

1. Root cause analysis
2. Matrix decision analysis
3. Decision tree
4. Precedence chart

Root Cause Analysis



Matrix Decision Analysis

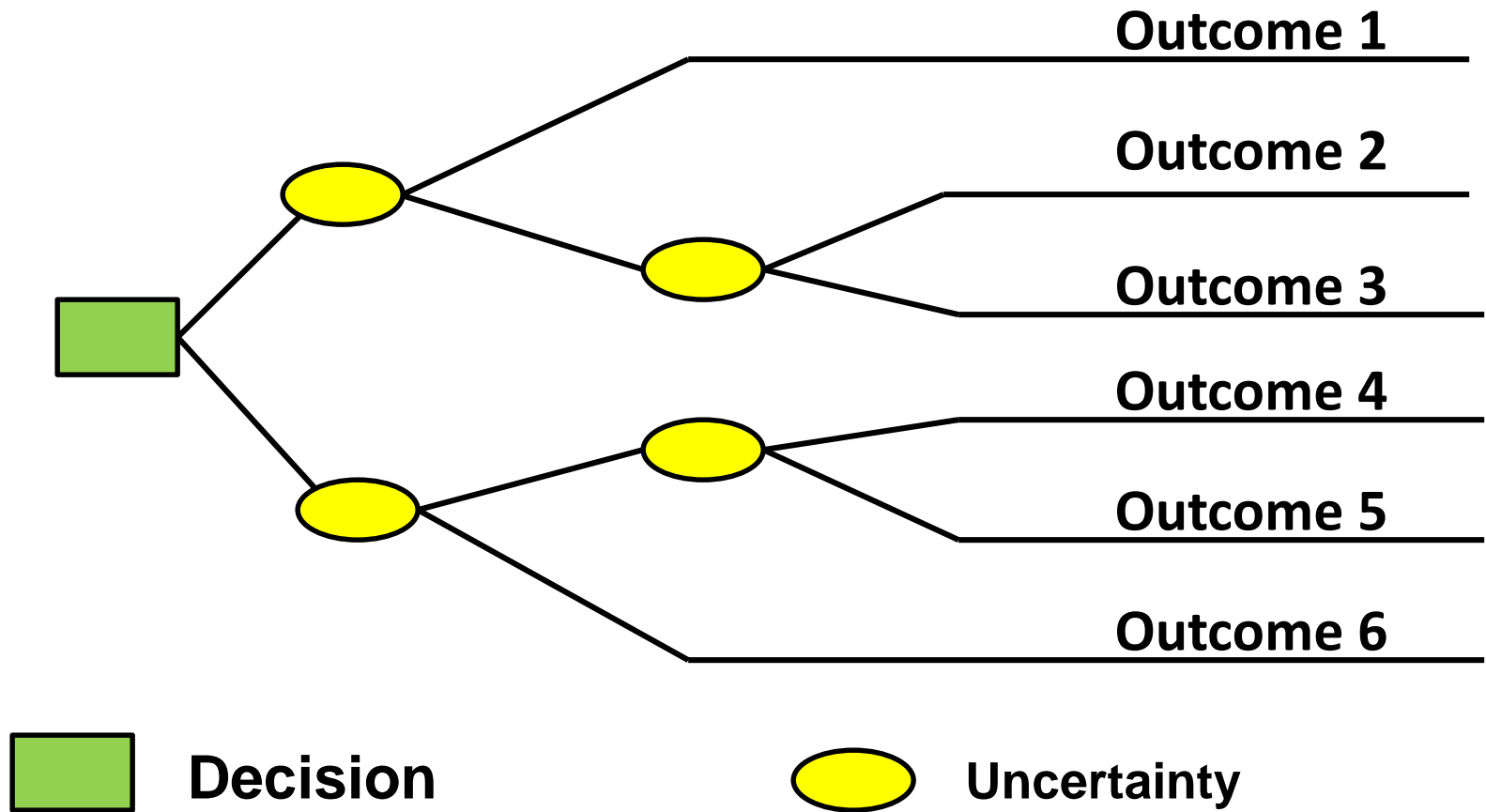
Tasks \ Resources	Tour Facility	Review Personnel & Safety Policies	Review Business Values	Introduce to Team Members
Human Resources		○	△	
Division Manager			●	
Supervisor	△	●	○	○
Associates	●	△	△	●

● Primary Responsibility

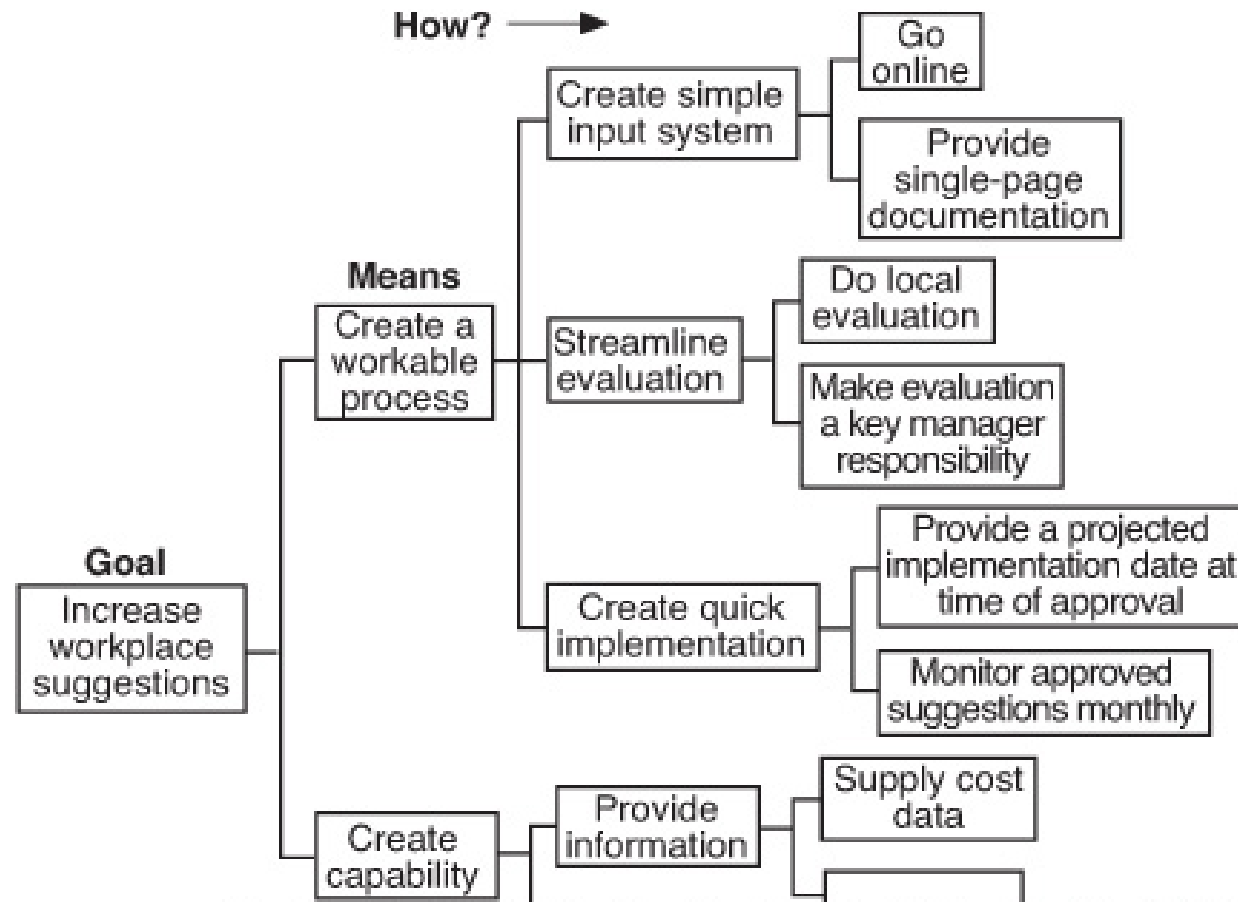
○ Team Members

△ Resources

Decision Tree



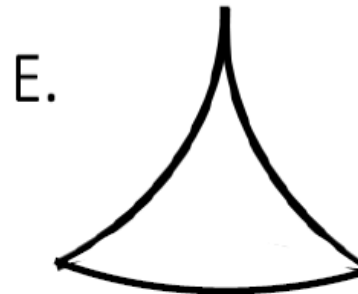
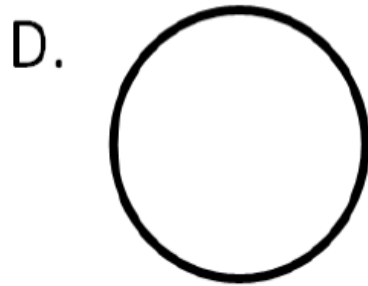
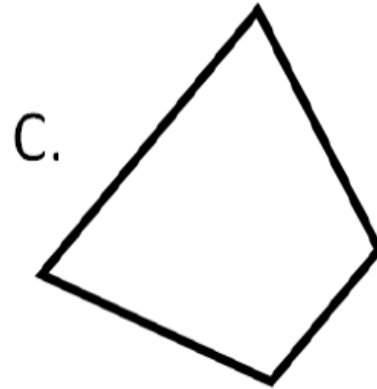
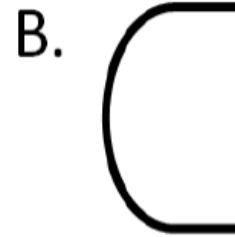
Precedence Chart



Creative Problem Solving

There is no “right” answer –
but *useful* answers

Which Does Not Belong With the Others?



A. Correct!

It's the only one with part of the shape internal to the rest of the shape

B. Correct!

It's the only one with straight and curved sides

C. Correct!

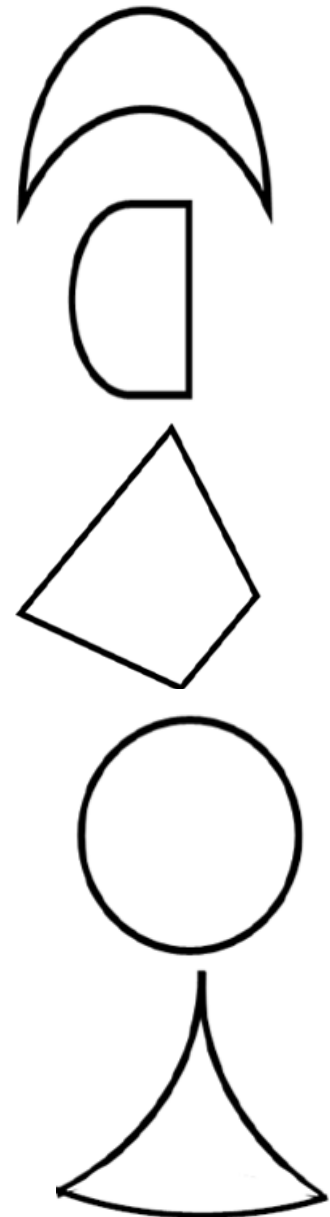
It's the only one with all straight sides

D. Correct!

It's the only one with no point of discontinuity

E. Correct!

It's the only one that depicts a non-Euclidian triangle projected into Euclidean space



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