PROBLEM SOLVING AND DECISION MAKING

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PROBLEM SOLVING & DECISION MAKING:

• **PROBLEM**: Something you unexpected/unnecessary thing.

• A problem can be cleared in a strategic way. Such process of corrective actions in order to meet your goals is **PROBLEM SOLVING**.

• Process of selecting an action to solve the problem is called as **DECISION MAKING**.
Problem Solving

WHERE?  WHAT?  WHO?  WHEN?  WHY?

PROBLEM

ANALYSIS
GOAL
STRATEGY

DECISION MAKING PROCESS

gather facts
define / clarify
brainstorm
follow through
decide

gather facts
define / clarify
brainstorm
follow through
decide

information
concept

TEAMWORK

idea
plan
realization
success

problem analysis

Image 0x271 to 228x503
Image 7x9 to 951x540
OBJECTIVES:

• AT THE END OF THE SESSION, PARTICIPANTS WILL BE ABLE TO DEMONSTRATE THE PROBLEM-SOLVING SKILLS.

• EXAMINE THE PROCESS OF INFORMATION SHARING IN TEAMS.

• EXPLORE LEADERSHIP, CO-OPERATION AND CONFLICT ISSUES IN TEAMS.

• DEVELOP PROBLEM-SOLVING SKILLS AND TEAMBUILDING CAPABILITIES.
CREATIVITY:
The ability to develop unique alternatives to solve problems.
“THINKING OUTSIDE THE BOX”
“Never give up!”

“A tiny thing can be a huge hint.”

“Think creatively!”
A creative idea can change the life and lead you to success.
“Utilising the minimum resources available can create wonders.”

“Creativity is the main ingredient!”
The professor in a university talked about the case of the "Empty Soap Box", which happened in one of the biggest cosmetics companies.
The company received a complaint that a consumer had bought a soap box that was empty. Immediately the authorities isolated the problem to the assembly line, which transported all the packaged boxes of soap to the delivery department.
For some reason, one soap box went through the assembly line empty. Management asked its engineers to solve the problem.
Post-haste, the engineers worked hard to devise an X-ray machine with high-resolution monitors manned by two people to watch all the soap boxes that passed through the line to make sure they were not empty. No doubt, they worked hard and they worked fast but they spent a fortune doing so.
What'd happened to the small company when they faced the same problem?
The Smart Solution: When this same problem was posed by a small company, they did not get into complications of X-rays, etc but they bought a strong industrial electric fan and pointed it at the assembly line. He switched the fan on, and as each soap box passed the fan, it simply blew the empty boxes out of the line.
The professor in a university continued talking about the case when he had a visit to the mental asylum, the professor asked the Director **how do you determine whether or not a patient should be institutionalized.**
"Well," said the Director, "we fill up a bathtub, then we offer a teaspoon, a teacup and a bucket to the patient and ask him or her to empty the bathtub."
“Oh, I understand,” said the professor. “A normal person would use the bucket because it’s bigger than the spoon or the teacup.”
"No." said the Director, "A normal person would pull the plug. Do you want a bed near the window?"
A philosophy professor gave a test to his class. He lifted his chair onto his desk and wrote on the board simply: "Prove that this chair does not exist."
People tend to ramble, never getting to the point. They focus more on showing what they know, rather than on what needs to be achieved. They focus on problems more than solutions.
• MORAL OF THE STORIES:
• Always look for simple solutions.
• Learn to focus on solutions not on problems.

• "If you look at what you do not have in life, you don't have anything"
• “If you look at what you have in life, you have everything"
Team Building

SUCCESS!
FACT: Motorcycles thief
Good Team Vs. Bad Team

No proper group participation

Lack of coordination & communication

Late realisation

Failure of the Team
Prior Prediction

Leadership

Group Coordination

Success of the Team
NO PERSONAL GOALS

“It’s mine! Mine mine mine mine mine!”
NO CONFLICTS
PROPER COMMUNICATION
ONENESS

Together
Everyone
Achieves
More
Handles members whose personal goals are in conflict with the team goal - Conflict manager
COORDINATION
IMPORTANCE OF LEADERSHIP
PROPER OBSERVATION
TEAM
TOGETHER EVERYONE ACHIEVES MORE
“Zin Obelisk”
Group Exercise
OBSERVE FOR, ....

• IMPORTANT INFORMATION
• UNIMPORTANT INFORMATION
• MISSING INFORMATION
• ANY PATTERNS NOTICED
• MAKE SURE TO HAVE AN OBSERVER IN EACH TEAM (HE SHOULD NOT INVOLVE/DISCUSS JUST OBSERVE)
Daily 8 workers
1050 x 8 = 8400 Blocks per work day

One worker
150 blocks/1 pink
7 pinks ➔ 7 x 150 = 1050 blocks (per day per worker)

7 pinks ➔ 7 x 150 = 1050 blocks

INTERLINKED

As 5th day no work
2nd day of week

“NEPTIMINUS”

L x w x b = 100 x 50 x 10 = 50,000" (ft)

50,000 blocks

Blocks- Each 1”

50,000/8400 = 6th day

1 - Aqua
2 - Neptiminus
3 - Shark
4 - Mermaid
5 - Daydoldrum

Rest for every 16 ponks
1 work day = 9 pinks
1 pink = 8 ponks
9 pinks ➔ 9 x 8 = 72 ponks

7 pinks ➔ 7 x 150 = 1050 blocks

16 x 9/72 = 2 pinks

In 9 pinks ➔ 7 pinks work

1 wk - 5 days

Day ➔ pink+ponk

2, 13, 14, 15, 16

14:
14.

8 to 12

3 to 7

17

20

19

18
HELPING TEAM

• POSTING WORK.
• ALL MEMBERS CONTRIBUTE CLUES.
• INTACT TEAM.
• SOME RELATES B/W CLUES.
• COMMUNICATION.
• VALIDATION OF INFO.
• ASKING GOOD QUESTIONS.

“Natural leaders usually emerge”

HINDERING TEAM

• HOLDING CLUES SECRET.
• UNFAMILIAR B/W TEAM.
• OVER CONCERNED WITH STRANGE WORDS.
• ATTENTION TO NON-ESSENTIAL INFO.
• POOR COMMUNICATION.
• LACK OF COORDINATION.
Thank You