Advanced Problem Solving and Decision Making Techniques: Self Evaluation

The following is intended to help you assess how well the objectives of the course were met. Additionally, your feedback would be very helpful to ensure that I make the course as effective as possible.

**Please indicate to what degree you agree with each statement for each of the 3 course objectives.**

# Apply business research tools for problem definition and investigation

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Neutral |
| I can assess whether I am dealing with a simple, complicated, complex or chaotic problem and adapt my approach accordingly |  |  |  |
| I know how to use techniques such as gap analysis, appreciative inquiry and reflective questions to get past symptoms and opinions to define the REAL problem |  |  |  |
| I recognize and can describe why it is important to investigate complex problems from many perspectives |  |  |  |
| I know several different sources that I can use to gather objective data to investigate the problem |  |  |  |
| I have knowledge of a range of tools and techniques to gather useful information, such as surveys, interviews and objective observation. |  |  |  |
| I understand and can apply the criteria to ensure ethics in my research. |  |  |  |

# Use analytical tools and processes (SWOT, decision tree, decision matrix) for analysis and decision making

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Neutral |
| I have knowledge of a variety of techniques (such as statistical analysis) that I can use to analyze for root cause |  |  |  |
| I have knowledge of and can apply techniques such as mind mapping to investigate complex relationships and analyze for root cause. |  |  |  |
| I understand some of the advantages and disadvantages of different types of decision making techniques, such as decision trees, flow charts and decision matrix. |  |  |  |
| I know how to use SWOT analysis for developing scenarios |  |  |  |

# Engage others in the process, as and when appropriate

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Neutral |
| I know several different types of decision making processes, and the advantages and disadvantages of each |  |  |  |
| I can align the most appropriate decision making tool, based on the decision making criteria and desired outcomes |  |  |  |
| In addition to the typical “open mike”, I know a variety of other techniques to engage stakeholders |  |  |  |
| I know how to develop an action plan to make sure decisions get implemented |  |  |  |

**Please provide descriptive responses to the following:**

What else did you learn?

What else would you have liked to learn?

What did you like best about the course?

What would you suggest for improvement?

**Thank you for you active participation! Please send your response to:** [**narvermanagement@gmail.com**](mailto:narvermanagement@gmail.com)