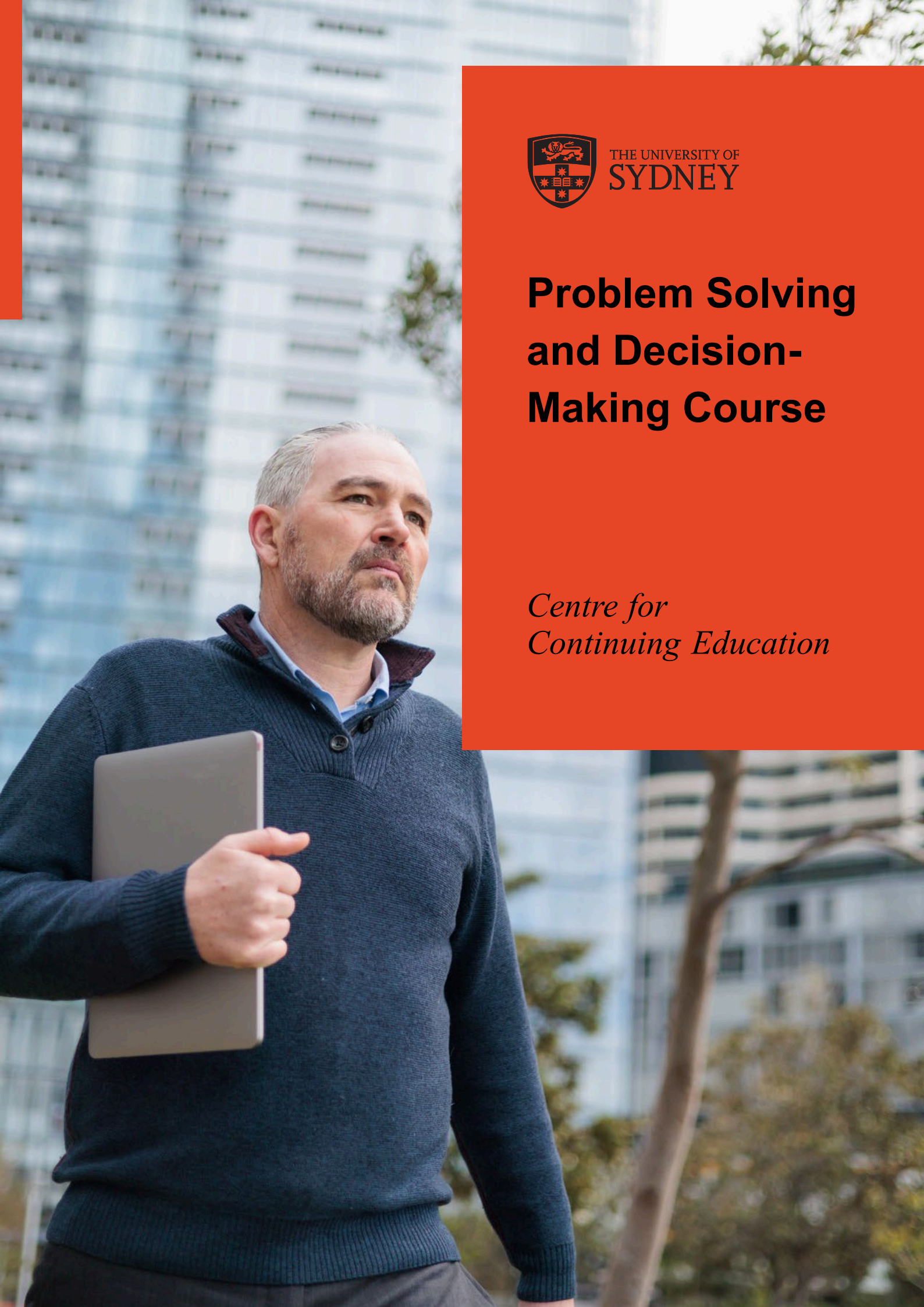




THE UNIVERSITY OF
SYDNEY

Problem Solving and Decision- Making Course

*Centre for
Continuing Education*



Problem Solving and Decision-Making Course



With the rapid and continuous changes in market conditions, customers behaviour, and the technological landscape, it has become crucial for organisations to develop their decision-making capacity when operating in a world that is increasingly volatile, uncertain, complex, and ambiguous (VUCA).

This short course is tailored for organisations that recognise the importance of staff development as a strategic investment in navigating the VUCA world, which is essential to remaining competitive.

How do you frame complex problems amidst ambiguous and incomplete information? What new type of thinking and operating is needed to navigate unknowns? How to manage the risks associated with the introduction of new technologies? What are the frameworks and strategies of the new ways of problem solving?



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face



Dates

Browse available
[course dates](#)

Intended audience

Future leaders building their capacity to lead and make critical team-based decisions in the context of ambiguous and incomplete information for improved and safe operations.

Prerequisites

None



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

This course will teach you practical tools and hands-on techniques for solving problems and making effective decisions. Through interactive activities and real-world case studies, you will learn to address the specific challenges of each VUCA dimension, apply tools like Backcasting, Cross-Impact Analysis, and the OODA Loop, and explore frameworks including Cynefin and system mapping.



Outcomes

By the end of this course, you should be able to:

- use different types of thinking when you cannot predict the future, and understand when to apply these thinking approaches
- analyse complex situations using the Cynefin framework
- understand how to prepare for rapid changes and associated decision-making
- apply frameworks and tools for uncovering unknowns when analysing problems.



Content

Problem solving and decision-making in a VUCA world

- Understanding the VUCA world
- Challenges in making decisions in VUCA
- Making decisions by addressing each dimension of a VUCA world

Tools to frame decision-making and problem complexity

- Backcasting as a tool for scenario planning
- Cross impact analysis
- The OODA loop
- Cynefin framework
- System mapping using rich map
- Experiment interventions in the system
- Mapping assumptions and exploring ignorance

Case study

- Traditional planning and problem-solving methods
- Initial responses and quick fixes
- Transition to resilient solutions
- Practical and impractical solutions



“Session was very informative and the facilitator made a great effort to keep us all engaged with the content and its delivery.”

Jorge Meza



Materials

All course materials are provided electronically and include a presentation pack and a course booklet.

Delivery style

An interactive workshop, including lectures, group exercises, reflection and discussion.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)





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SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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