

# Effective Problem Solving/Decision Making and Procedures

For All Respective Local Government and School Districts Officials

## July 3, 2024

- \*Approved by State of NJ, DCA for CPWM (Public Works Managers) 2 CEUs - 2 Management
- \*Approved by State of NJ, DCA for CMFOs & CCFOs 2 CEUs - Office Mgt/Ancillary Subjects
- \*Approved by State of NJ, DCA for RMCs 2 CEUs - Professional Development
- \*Approved by State of NJ, DCA for CTCs 2 CEUs - General/Secondary Duties
- \*Approved by State of NJ, DCA for QPAs 2 CEUs – Office Adm/General Duties
- \*Approved by NJ State Board of Profession Engineers & Land Surveyors for Professional Engineers 2 CPCs
- \*Approved by Rutgers University CRPs – 2 Classroom
- \*Approved by Rutgers University for 2 Management/Supervision RPP0/RPPS CEUs
- \*Approved for CPAs, RMAs, PAs & PSAs for 2 CPEs – Management

10:00am–12:00 pm Webinar Timetable - \$50 per person

Problem solving and decision making go hand ad hand. You have to make a decision, in order, to solve the problem. There are two main types of decision makers. Some people use a systematic, rational approach. Others are more intuitive. They go with their emotions or a gut feeling about the correct approach. They may have highly creative ways to address the problem, but cannot explain why they have chosen this approach.

We constantly solve problems and make decisions in our personal and work lives. On the job we not only make decisions every day, we also make them in different ways. In this seminar we will discuss different models and approaches to making decisions and solving problems, and explore our own individual decision making styles.

- Identify the problem
- Search for alternatives
- Weigh the alternatives
- Make a choice
- Implement the choice
- Evaluate the results and, if necessary, start the process again
- What have you observed?
- What were you at the time the problem occurred?
- Is the problem in itself or a symptom of a deeper, underlying problem?
- What information is required?
- Have you already tried to address the problem?

Speaker: Professor Stephen C. Betts, Ph.D, William Paterson University

#### CLAIMANTS CERTIFICATION & DECLARATION

I do solemnly declare and certify under the penalty of the law within bill is correct in all its particulars, the articles been furnished or services rendered as stated herein, that bonus has been given or received by any person or persons knowledge of this claimant in connection with the above claim and that the amount charged is a reasonable one.

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Michael F. Conti, Program Coordinator -