



School of Human Resources  
and Labor Relations  
MICHIGAN STATE UNIVERSITY

## PROFESSIONAL DEVELOPMENT

# CERTIFICATE IN PROFESSIONAL DECISION MAKING AND PROBLEM-SOLVING

## PROGRAM DESCRIPTION

The ability to self-manage, make effective decisions, and solve problems are some of the top skills employers look for in job candidates! (Indeed, 2022)

MSU's **Certificate in Professional Decision Making & Problem Solving** will help you gain the hands-on skills you need to set yourself apart as a confident decision maker and problem solver.

Learn the following core skills and complete all four virtual sessions to earn your certification.

### SESSION I - CRITICAL THINKING

Many of today's job descriptions list critical thinking as a desired skill. Learn how to analyze a situation objectively, consider available facts and diverse viewpoints, and make logical decisions.

### SESSION II - IMPROVE DECISIONS BY MINIMIZING BIAS

As individuals, we all bring our own knowledge and prior experience to situations. This can lead to unknowingly allowing personal bias to affect our decision making. In Session II, learn how to identify when and how bias influences decisions, and how to minimize bias to improve decision making.

### SESSION III - SOLVE THE RIGHT PROBLEM

Learning how to solve the right problem will save time and solidify your reputation as a critical thinker and problem solver! In this session, you will learn how to conduct a Root Cause Analysis to ensure you are solving the most urgent problem, the root cause. This practical tool will benefit you in any situation that requires problem solving.

### SESSION IV - DECIDING HOW TO DECIDE

In this final session, learn how to determine when a decision is best made unilaterally, when it's best to consult with others, and when to allow the team to decide.

## PROGRAM DETAILS

All of our programs are presented as live interactive sessions via Zoom.

### UPCOMING DATES

- February 20, 22, 27, & 29, 2024  
10:00am - 12:00pm ET
- June 25, 27, July 9 & 11, 2024  
10:00am - 12:00pm ET

### REGISTRATION FEE

\$800

### READY TO BEGIN?

To register or learn more about this program, scan the QR code or visit us online at <https://hrlr.msu.edu/solver>



### Questions?

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