

PROBLEM SOLVING AND DECISION-MAKING TRAINING FOR LEADERS IN THE PHILIPPINES

HAVE FUN SOLVING PROBLEMS

Practical Leadership Problem Solving, Root Cause Analysis, Critical Thinking, Decision-Making, Solution Execution, Continuous Improvement, and Accountability Using the MSS H.A.V.E.F.U.N.™ Framework

This program is strategically developed for organizations searching for **Problem Solving and Decision-Making Training for Leaders in the Philippines, Training on Problem Solving and Decision-Making for Leaders in the Philippines, Problem Solving for Leaders Training in the Philippines, Training on Problem Solving for Leaders in the Philippines, Decision-Making for Leaders Training in the Philippines, Training on Decision-Making for Leaders in the Philippines, Solving Problems for Leaders Training in the Philippines, Training on Solving Problems for Leaders in the Philippines, Making Decisions for Leaders Training in the Philippines, Training on Making Decisions for Leaders in the Philippines, Solving Problems and Making Decisions for Leaders Training in the Philippines, Training on Solving Problems and Making Decisions for Leaders in the Philippines, Leadership Problem Solving and Decision-Making Training in the Philippines, Training on Leadership Problem Solving and Decision-Making in the Philippines, Leadership Problem Solving Training in the Philippines, Training on Leadership Problem Solving in the Philippines, Leadership Decision-Making Training in the Philippines, and Training on Leadership Decision-Making in the Philippines.**

The program is built around MSS Corporation's proprietary **H.A.V.E.F.U.N.™ Problem Solving and Decision-Making Framework**, a practical leadership methodology that takes participants from avoiding premature judgment through problem analysis, big-picture thinking, root-cause investigation, solution selection, implementation, continuous observation, and ultimately **closing the problem and having fun because the problem has finally been solved.**

TRAINING OVERVIEW

Problems come with leadership.

The higher the leadership responsibility, the more likely the problems become:

- More complicated;
- more interconnected;
- more expensive;
- more urgent;
- more ambiguous;
- more consequential; and
- more difficult to solve through instinct alone.

Leaders routinely face:

- Falling productivity;

- recurring customer complaints;
- employee-performance problems;
- project delays;
- quality issues;
- operational bottlenecks;
- missed targets;
- increasing costs;
- staffing problems;
- employee conflicts;
- customer escalations;
- service failures;
- competing priorities;
- resource limitations;
- interdepartmental disagreements; and
- decisions that must be made despite incomplete information.

Unfortunately, leaders can create additional problems when they immediately conclude:
“I know what the problem is.”

They may judge before understanding.

They may react to the first explanation.

They may blame a person before examining the process.

They may fix a symptom and assume the problem has disappeared.

They may focus only on what happens inside their own department without considering the wider organization.

They may choose a solution because it is familiar rather than because it is best.

Or they may successfully decide what to do but fail to implement and monitor the decision properly.

Effective leadership problem solving therefore requires more than knowing tools such as the 5 Whys or Fishbone Diagram.

It requires a disciplined **thinking-to-execution process**.

MSS Corporation's proprietary **H.A.V.E.F.U.N.™ Problem Solving and Decision-Making Framework** teaches leaders to:

H — Hold Back or Hold Off Judgment

↓

A — Analyze or Assess the Problem



V — Visualize the Big Picture



E — Enquire Within and Outwards



F — Find or Figure Out the Solution



U — Use or Utilize the Chosen Solution



N — Notice the Flaws During Implementation and Execution



HAVE FUN! — Close the Problem, Capture the Learning, and Celebrate the Result

This turns problem solving into a complete leadership cycle:

Think before judging → Understand → Investigate → Decide → Execute → Observe → Improve → Close

Following MSS Corporation's **EnterTRAINment** methodology, approximately **30% of the program consists of concise trainer input and 70% consists of practical problem-solving exercises, cases, simulations, decision challenges, root-cause investigations, solution evaluation, implementation planning, and workplace application.**

TRAINING GOAL

To equip leaders with the practical mindset, critical-thinking discipline, problem-analysis techniques, root-cause investigation skills, decision-making tools, implementation capability, and continuous-improvement behaviors necessary to solve workplace problems systematically and make responsible, timely, and evidence-informed decisions using the proprietary **MSS H.A.V.E.F.U.N.™ Framework**.

TRAINING OBJECTIVES

By the end of the program, participants should be able to:

1. Explain why solving problems and making decisions are fundamental leadership responsibilities;
2. apply the MSS H.A.V.E.F.U.N.™ Problem Solving and Decision-Making Framework;
3. recognize the dangers of judging a problem prematurely;
4. suspend assumptions long enough to understand a situation objectively;
5. distinguish facts from opinions, assumptions, interpretations, and conclusions;
6. define workplace problems clearly;
7. distinguish problems from symptoms;
8. determine current versus desired performance;
9. identify the measurable gap requiring intervention;

10. assess the impact, urgency, frequency, and seriousness of a problem;
11. visualize how a problem affects the larger business system;
12. identify stakeholders affected by the problem;
13. recognize cross-functional and downstream consequences;
14. examine internal causes;
15. examine external causes;
16. ask effective diagnostic questions;
17. use root-cause analysis appropriately;
18. apply the 5 Whys;
19. use cause-and-effect analysis;
20. apply Pareto thinking when appropriate;
21. avoid prematurely blaming employees for system-related problems;
22. generate multiple viable solutions;
23. establish decision criteria;
24. compare alternative solutions;
25. evaluate trade-offs;
26. recognize common decision-making biases;
27. evaluate risks and unintended consequences;
28. select the most appropriate available solution;
29. communicate leadership decisions effectively;
30. translate decisions into implementation plans;
31. identify accountable owners, deadlines, resources, and success indicators;
32. monitor implementation;
33. notice weaknesses, deviations, unintended effects, and emerging problems;
34. modify solutions when evidence shows adjustment is required;
35. determine whether the original problem has genuinely been resolved;
36. capture lessons learned from the solution;
37. establish preventive or sustaining actions;
38. close completed problems formally rather than allowing them to linger unnecessarily; and
39. recognize and celebrate successful problem resolution through the final **HAVE FUN!** stage.

FROM POINT A TO POINT B

Point A: Before the Training

Leaders may:

- Judge immediately;
- assume they know the cause;
- blame people;
- react to symptoms;
- solve the same problems repeatedly;
- use incomplete information;

- make decisions according to preference;
- view the problem only from their own department;
- ignore downstream consequences;
- overlook external factors;
- ask weak diagnostic questions;
- identify only one solution;
- choose whatever is easiest;
- make decisions without criteria;
- overlook risks;
- fail to involve relevant stakeholders;
- implement solutions without ownership;
- fail to monitor execution;
- defend solutions even when they are not working;
- mistake activity for problem resolution;
- declare victory too early; or
- repeatedly revisit problems that were supposedly already solved.

Point B: After the Training

Participants should be better able to:

- Hold off judgment;
- challenge assumptions;
- analyze actual performance gaps;
- look at the entire business context;
- seek evidence internally and externally;
- identify root causes;
- distinguish contributing factors from symptoms;
- generate viable alternatives;
- establish criteria;
- make defensible decisions;
- evaluate risks;
- implement chosen solutions;
- monitor execution;
- recognize flaws early;
- correct course;
- verify whether results improved;
- capture organizational learning;
- formally close problems; and
- **HAVE FUN because the problem is genuinely solved.**

THE MSS H.A.V.E.F.U.N.™ PROBLEM SOLVING AND DECISION-MAKING FRAMEWORK

H — HOLD BACK OR HOLD OFF JUDGMENT

The first discipline of effective problem solving is resisting the temptation to immediately decide:

“I already know what's wrong.”

Leaders frequently encounter an event and jump immediately to:

Observation → Judgment → Solution

The H.A.V.E.F.U.N.™ approach begins instead with:

Observation → Curiosity → Evidence → Understanding

Holding off judgment does not mean avoiding decisions.

It means avoiding **premature decisions**.

FACTS VERSUS ASSUMPTIONS

Consider:

“Our employees don't care anymore.”

Is that a fact?

Not necessarily.

Possible facts might be:

- Productivity declined by 14%;
- absenteeism increased;
- engagement scores decreased;
- five employees resigned;
- deadlines were missed.

The statement:

“They don't care”

is an interpretation.

Leaders should separate:

- Facts;
- observations;
- opinions;

- assumptions;
- conclusions.

H.A.V.E.F.U.N.™ LEADERSHIP QUESTION

Before deciding anything, ask:

“What do I actually know, and what am I merely assuming?”

A — ANALYZE OR ASSESS THE PROBLEM

After suspending premature judgment, leaders define what actually needs to be solved.

A problem exists when there is a meaningful gap between:

Current State

And

Desired or Required State

SAMPLE PROBLEM

Required Performance

95% on-time delivery.

Actual Performance

82% on-time delivery.

Gap

13 percentage points.

A neutral problem statement could therefore be:

“On-time delivery is currently 82% against the required 95% standard.”

Notice what the statement does **not** say:

“Warehouse employees are inefficient.”

That would already assume a cause.

QUESTIONS FOR ANALYSIS

Leaders should establish:

- What happened?
- What should have happened?
- Where does it happen?
- When did it begin?
- How frequently does it occur?
- How large is the gap?
- Who or what is affected?
- What is the impact?
- How urgent is it?
- Is containment required immediately?

PROBLEM VERSUS SYMPTOM

Symptom

Customer complaints increased.

Possible Actual Problems

- Long waiting times;
- product defects;
- delayed delivery;
- incorrect billing;
- unclear communication;
- poor frontline behavior.

Do not automatically treat the most visible symptom as the root problem.

CONTAINMENT VERSUS CORRECTIVE SOLUTION

Some situations require immediate temporary action.

Containment

Controls immediate impact.

Corrective Solution

Addresses the cause so recurrence becomes less likely.

Leaders may therefore need to:

Control the damage now while solving the real problem properly.

V — VISUALIZE THE BIG PICTURE

Problems rarely exist in isolation.

A department may solve its own problem while unintentionally creating another department's problem.

For example:

Sales may accept highly customized customer requirements to increase revenue.

Operations may then experience:

- Production complexity;
- higher costs;
- longer lead times;
- more defects.

Both departments may be doing what appears correct locally.

The organization still loses.

Leadership therefore requires **systems thinking**.

VISUALIZE THE BUSINESS SYSTEM

Ask:

- What happens before this problem?
- What happens afterward?
- Which departments influence it?
- Which departments are affected?
- What customers experience because of it?
- What financial effect does it create?
- What people implications exist?
- Which KPI is affected?
- What strategic objective may be influenced?

STAKEHOLDER PERSPECTIVES

Relevant perspectives may come from:

- Customers;
- frontline employees;
- supervisors;
- management;
- HR;
- Finance;
- Operations;
- Sales;
- IT;
- suppliers;
- external partners.

A leader does not automatically accept every perspective.

The leader **understands the landscape before deciding**.

SHORT-TERM VERSUS LONG-TERM CONSEQUENCES

A solution may look attractive today and harmful later.

Examples:

Cutting Training

Short-term benefit:

Lower expense.

Possible long-term effect:

Reduced capability and higher error rates.

Excessive Overtime

Short-term benefit:

More output.

Possible long-term effect:

Burnout, quality issues, absenteeism, and turnover.

Leaders should visualize consequences beyond the immediate result.

E — ENQUIRE WITHIN AND OUTWARDS

Now leaders investigate:

Why is this happening?

The word **Enquire** deliberately emphasizes curiosity.

Leaders investigate both:

Within

Internal root causes and contributing factors.

Outwards

External causes, environmental influences, customers, suppliers, market conditions, regulations, technology, and other factors outside the immediate team or organization.

ENQUIRE WITHIN: INTERNAL ROOT CAUSES

Possible internal causes may involve:

People

- Skills;
- knowledge;
- motivation;
- staffing;
- accountability.

Process

- Bottlenecks;
- unnecessary steps;
- unclear workflow;
- weak controls.

Technology

- System limitations;
- downtime;
- automation gaps.

Resources

- Staffing;
- equipment;
- budget;
- materials.

Management

- Priorities;
- leadership;
- unclear authority;
- slow approvals.

Measurement

- Wrong metrics;
- inaccurate information;
- missing monitoring.

ENQUIRE OUTWARDS: EXTERNAL ROOT CAUSES

Possible external contributors may include:

- Customer behavior;
- suppliers;
- economic conditions;
- market demand;
- regulations;
- competition;
- technology changes;
- transportation;
- external infrastructure;
- labor market conditions;
- emergencies or disruptions.

Good leaders understand what is:

Controllable

Versus

Influenceable

Versus

Outside direct control.

ROOT-CAUSE ANALYSIS TOOLS

5 Whys

Continue asking why until a meaningful underlying condition becomes visible.

Example

Orders are shipped late.

Why?

Picking finishes late.

Why?

Picking begins late.

Why?

Order batches arrive late.

Why?

Approval is delayed.

Why?

Only one manager can authorize release.

Possible leverage point:

Approval process.

Cause-and-Effect Analysis

Potential causes may be examined across:

- People;
- process;
- technology;
- materials;
- measurement;
- management;
- environment.

This prevents leaders from assuming:

“It’s a people problem.”

when the problem may actually involve the system.

Pareto Thinking

When useful data is available, leaders can identify which few causes account for a significant portion of the problem.

The goal is to focus resources where improvement can create the greatest effect.

F — FIND OR FIGURE OUT THE SOLUTION

Once the problem and root causes are sufficiently understood, leaders move into solution development and **decision-making**.

The objective is not merely:

“Find a solution.”

It is:

“Figure out the best available solution given our objectives, constraints, evidence, risks, and alternatives.”

GENERATE ALTERNATIVES BEFORE DECIDING

Avoid:

Problem → Favorite Solution

Prefer:

Problem → Causes → Several Alternatives → Evaluation → Decision

Possible solutions might include:

- Process redesign;
- automation;
- policy change;
- clearer accountability;
- staffing adjustment;
- training;
- coaching;
- new controls;
- technology;
- resource allocation;
- supplier change;
- workflow simplification;

- elimination of unnecessary steps.

ESTABLISH DECISION CRITERIA

Possible criteria include:

- Effectiveness;
- cost;
- implementation time;
- feasibility;
- quality impact;
- customer impact;
- employee impact;
- strategic alignment;
- risk;
- sustainability;
- scalability.

MUST-HAVES VERSUS DESIRABLES

Must-Have

A condition that cannot reasonably be compromised.

Example:

Must comply with regulation.

Desirable

A consideration used to compare viable options.

Example:

Lower implementation cost.

DECISION MATRIX

Leaders may compare alternatives objectively using weighted criteria.

Decision Criterion	Weight	Solution A	Solution B	Solution C
Expected Effectiveness	30%	4	5	3
Cost	20%	5	3	4

Speed	20%	4	2	5
Risk	15%	4	3	3
Sustainability	15%	3	5	3

The matrix supports judgment.

It does not replace leadership judgment.

COMMON DECISION-MAKING BIASES

Participants examine:

- Confirmation bias;
- anchoring;
- availability bias;
- status quo bias;
- overconfidence;
- groupthink;
- authority bias;
- sunk-cost fallacy;
- action bias;
- personal preference.

EVALUATING RISK

Before choosing, ask:

- What could go wrong?
- How likely is it?
- How serious would it be?
- How can we reduce the risk?
- What contingency is available?
- What early warning indicators should we monitor?

U — USE OR UTILIZE THE CHOSEN SOLUTION

A brilliant solution that remains on a whiteboard solves nothing.

Once the decision is made, leadership responsibility moves toward execution.

The chosen solution should translate into:

WHAT

What will be implemented?

WHO

Who is accountable?

WHEN

What is the deadline?

HOW

What resources or actions are required?

MEASURE

How will success be determined?

REVIEW

When will leadership evaluate progress?

SAMPLE IMPLEMENTATION PLAN

Action	Owner	Deadline	Success Indicator	Review
Pilot redesigned approval workflow	Operations Manager	Sept. 30	Approval time reduced to ≤ 1 hour	Oct. 15

Without ownership, timing, and measures, a decision remains:

A good idea rather than an implemented solution.

COMMUNICATING THE DECISION

Leaders should communicate:

- What was decided;
- why;
- what will happen;
- what employees must do;
- who owns implementation;
- when it begins;
- what success looks like.

Employees do not necessarily need to agree with every decision.

They should understand what is required to execute it.

N — NOTICE THE FLAWS DURING IMPLEMENTATION AND EXECUTION

Implementation rarely unfolds exactly according to plan.

This makes **Notice** one of the most important stages of the H.A.V.E.F.U.N.™ Framework.

Leaders should monitor:

- Deviations;
- delays;
- unintended consequences;
- employee resistance;
- new risks;
- implementation errors;
- customer reactions;
- resource problems;
- performance results.

NOTICE DOES NOT MEAN WAIT UNTIL THE END

Monitoring should occur throughout implementation.

Ask:

- Is execution happening as intended?
- Are expected indicators improving?
- What is not working?
- What are we learning?
- What assumptions proved incorrect?
- What must be adjusted?

LEADING VERSUS LAGGING INDICATORS

Leading Indicator

Signals whether execution is happening.

Example:

Percentage of employees already trained on the new process.

Lagging Indicator

Shows whether the desired outcome ultimately occurred.

Example:

Reduction in customer complaints.

CORRECT COURSE WHEN NECESSARY

A leader should not continue an ineffective solution merely because:

“This was my decision.”

When evidence changes, good leadership may require:

- Modification;
- additional resources;
- corrective action;
- partial redesign;
- replacement of the solution.

Changing a decision based on better information is not automatically weakness.

It may demonstrate learning agility.

DID THE SOLUTION ACTUALLY CLOSE THE PROBLEM?

Return to the original performance gap.

For example:

Original Problem

On-time delivery = 82%

Required Standard

95%

After Implementation

96%

The organization now has evidence that the gap has been closed.

If performance becomes only 85%, implementation may have helped without fully solving the problem.

Do not confuse:

Improvement

With

Problem closure.

HAVE FUN! — CLOSE THE PROBLEM, CAPTURE THE LEARNING, AND CELEBRATE

The final philosophy of the MSS H.A.V.E.F.U.N.[™] approach is deliberately memorable:

When the problem has genuinely been solved—HAVE FUN!

This does not mean leaders treat workplace problems lightly.

It means that after disciplined analysis, investigation, decision-making, execution, monitoring, and correction, leaders should know when to **formally close the problem rather than endlessly carry it forward.**

PROBLEM CLOSURE

Before closing the issue, confirm:

- Has the desired result been achieved?
- Is the result sustainable?
- Have important risks been controlled?
- Has responsibility been transferred to normal operations?
- Have relevant stakeholders been informed?
- Have lessons been documented?
- Do preventive actions exist where needed?

CAPTURE THE LESSON

Ask:

- What happened?
- Why did it happen?
- What solution worked?
- What failed?
- What assumptions were wrong?
- What should we repeat?
- What should we stop?
- What should other departments learn?

A solved problem becomes more valuable when the organization learns from it.

CELEBRATE THE WIN

Appropriate recognition reinforces:

- Teamwork;
- ownership;
- resilience;
- innovation;
- continuous improvement.

The “**Have Fun!**” principle gives closure to the framework:

Don't remain emotionally trapped inside yesterday's problem after it has already been solved. Learn from it, recognize the people who helped solve it, and move forward.

THE COMPLETE MSS H.A.V.E.F.U.N.™ FLOW

H — HOLD BACK OR HOLD OFF JUDGMENT

Don't conclude before understanding.



A — ANALYZE OR ASSESS THE PROBLEM

Define what is actually wrong.



V — VISUALIZE THE BIG PICTURE

Understand the wider system, stakeholders, and consequences.



E — ENQUIRE WITHIN AND OUTWARDS

Investigate internal and external root causes.



F — FIND OR FIGURE OUT THE SOLUTION

Generate options, evaluate them, and make the decision.



U — USE OR UTILIZE THE CHOSEN SOLUTION

Translate the decision into accountable execution.



N — NOTICE THE FLAWS

Monitor implementation, results, risks, and unintended consequences.



HAVE FUN!

Verify closure. Capture learning. Recognize success. Move forward.

ONE-DAY PROBLEM SOLVING AND DECISION-MAKING TRAINING FOR LEADERS

Time	Modules and Essential Topics	Major Activity and Participant Output
8:00 AM–10:00 AM	MODULE 1: HOLD BACK AND ANALYZE—FROM PREMATURE JUDGMENT TO THE RIGHT PROBLEM H — Hold Back or Hold Off Judgment • Reactive versus disciplined leadership • Facts, assumptions, opinions, interpretations, and conclusions • Preventing premature blame and premature solutions A — Analyze or Assess the Problem • Current state versus desired state • measurable performance gaps • symptoms versus actual problems • impact, urgency, frequency, and containment	Major Activity: “Don’t Judge Yet!” Leadership Problem Challenge — Participants receive workplace situations containing incomplete information, emotional statements, assumptions, and blame. They separate fact from judgment, identify what information is still required, and create an objective problem statement. Major Output: H.A. Problem Definition, Evidence, and Impact Map
10:00 AM–10:15 AM	MORNING BREAK	
10:15 AM–12:00 NN	MODULE 2: VISUALIZE AND ENQUIRE—SEEING THE BIG PICTURE AND FINDING THE ROOT CAUSE V — Visualize the Big Picture • Systems thinking • upstream and downstream effects • stakeholders • customer, people, operational, and financial implications • short- versus long-term effects E — Enquire Within and Outwards • Internal versus external causes • 5 Whys • Cause-and-Effect Analysis • Pareto thinking	Major Activity: Big-Picture Root Cause Investigation — Teams analyze a recurring organizational problem, map affected stakeholders and business consequences, investigate internal and external causes, and identify the strongest evidence-supported root causes. Major Output: V.E. Big-Picture and Root Cause Analysis Map

	• people, process, technology, resources, management, measurement, and environment • controllable versus influenceable causes	
12:00 NN–1:00 PM	LUNCH BREAK	
1:00 PM–3:00 PM	MODULE 3: FIND OR FIGURE OUT THE SOLUTION—ALTERNATIVES, DECISION-MAKING, TRADE-OFFS, AND RISK F — Find or Figure Out the Solution • Generating viable alternatives • divergent and convergent thinking • decision criteria • must-have versus desirable criteria • weighted decision matrix • costs and benefits • trade-offs • cognitive biases • risk assessment • contingency planning • selecting and communicating the decision	Major Activity: Leadership Decision Room — Teams develop several alternatives for the identified root cause, establish weighted decision criteria, challenge assumptions, identify risks, and defend their chosen solution before a simulated management panel. Major Output: F. Solution Alternatives, Decision Matrix, Risk Assessment, and Decision Rationale
3:00 PM–3:15 PM	AFTERNOON BREAK	
3:15 PM–5:00 PM	MODULE 4: USE, NOTICE, AND HAVE FUN—EXECUTION, MONITORING, CORRECTION, AND PROBLEM CLOSURE U — Use or Utilize the Chosen Solution • Action ownership • resources • deadlines • measures • decision communication • implementation N — Notice the Flaws • Monitoring	Major Activity: H.A.V.E.F.U.N.™ Problem Solving Championship — Participants take a workplace problem from initial judgment through analysis, systems thinking, root-cause investigation, solution selection, implementation, monitoring, course correction, and final closure, then defend their decisions and results. Major Output: 30-, 60-, or 90-Day H.A.V.E.F.U.N.™ Leadership Problem Solving and Decision Execution Plan

	• leading and lagging indicators • deviations • unintended consequences • implementation problems • corrective adjustments HAVE FUN! • Verify problem closure • capture lessons learned • recognize contribution • standardize or sustain improvement • formally close the problem and move forward	
5:00 PM	PROGRAM CLOSING	Learning synthesis, leadership commitments, evaluation, recognition, and HAVE FUN!

MAJOR PARTICIPANT OUTPUTS

Participants complete four practical workplace outputs:

1. **H.A. Problem Definition, Evidence, and Impact Map**
2. **V.E. Big-Picture and Root Cause Analysis Map**
3. **F. Solution Alternatives, Decision Matrix, Risk Assessment, and Decision Rationale**
4. **30-, 60-, or 90-Day H.A.V.E.F.U.N.™ Leadership Problem Solving and Decision Execution Plan**

H.A.V.E.F.U.N.™ QUESTIONS LEADERS CAN TAKE BACK TO WORK

H — HOLD BACK

What am I assuming or judging before I have enough evidence?

A — ANALYZE

What exactly is the problem, and what measurable gap exists?

V — VISUALIZE

How does this problem affect the bigger picture?

E — ENQUIRE

What internal and external root causes explain why this is happening?

F — FIND

What are our viable solutions, and which is the best available choice?

U — USE

How will we actually implement the chosen solution?

N — NOTICE

What is working, what is not, and what must we adjust during implementation?

HAVE FUN!

Has the problem truly been closed, what did we learn, and what success should we recognize?

WHY CHOOSE MSS CORPORATION FOR PROBLEM SOLVING AND DECISION-MAKING TRAINING FOR LEADERS IN THE PHILIPPINES?

Proprietary MSS H.A.V.E.F.U.N.™ Framework

Instead of relying on a collection of disconnected problem-solving tools, participants receive one memorable end-to-end methodology:

Hold Back → Analyze → Visualize → Enquire → Find → Use → Notice → HAVE FUN!

Hold Judgment Before Solving

The methodology deliberately prevents leaders from jumping directly from problem to conclusion.

Big-Picture Leadership Thinking

Participants learn to see how problems affect:

- Other departments;
- customers;
- employees;
- operations;
- finances;
- organizational objectives.

Internal and External Root-Cause Investigation

The framework recognizes that causes may arise both **within and outside** the immediate organization or department.

Problem Solving and Decision-Making Are Integrated

Participants do not stop after identifying a root cause.

They must:

Generate → Compare → Decide → Execute.

Implementation Is Part of Problem Solving

A solution does not become valuable until it is actually used.

Continuous Observation Through NOTICE

Participants learn that implementation must be monitored and improved rather than assumed successful.

Problem Closure Matters

The methodology does not allow unresolved problems to remain permanently in management discussions.

Leaders determine when results demonstrate that the problem has genuinely been closed.

HAVE FUN!

The distinctive final stage reinforces an MSS philosophy:

Solve seriously. Learn deliberately. Close properly. Then celebrate and move forward.

EnterTRAINment Methodology

The name **H.A.V.E.F.U.N.™** itself reinforces MSS Corporation's EnterTRAINment philosophy while the actual methodology remains rigorous, practical, analytical, and business-oriented.

CALL TO ACTION

When Leadership Problems Come, H.A.V.E.F.U.N.™ Solving Them.

Equip your supervisors, managers, department heads, executives, and emerging leaders to stop reacting prematurely and start approaching organizational problems through a disciplined, practical, and memorable process.

Through MSS Corporation's proprietary **H.A.V.E.F.U.N.™ Problem Solving and Decision-Making Framework**, leaders learn to:

Hold Back Judgment

- **Analyze the Problem**
- **Visualize the Big Picture**
- **Enquire Within and Outwards**
- **Find or Figure Out the Solution**
- **Use the Chosen Solution**
- **Notice the Flaws During Execution**
- **HAVE FUN When the Problem Is Finally Closed**

Partner with MSS Corporation for a customized:

- **Problem Solving and Decision-Making Training for Leaders in the Philippines**
- **Training on Problem Solving and Decision-Making for Leaders in the Philippines**
- **Problem Solving for Leaders Training in the Philippines**
- **Training on Problem Solving for Leaders in the Philippines**
- **Decision-Making for Leaders Training in the Philippines**
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- **Solving Problems and Making Decisions for Leaders Training in the Philippines**
- **Leadership Problem Solving and Decision-Making Training in the Philippines**
- **Leadership Problem Solving Training in the Philippines**
- **Leadership Decision-Making Training in the Philippines**

customized according to your organization's industry, leadership level, strategic priorities, recurring business problems, operational challenges, and management decision-making requirements.

HOLD BACK. ANALYZE. VISUALIZE. ENQUIRE. FIND. USE. NOTICE. THEN HAVE FUN!

With MSS, We Make Strong Success.