# Learning Styles

## The Accommodators

## The Converger

## The Diverger

## The Assimilator

# Making Win-Win Decisions

## What is a Problem?

## Types of Decisions

## Deciding Decisively

# The Problem-Solving Model

## Problem Identification

## Decision Making

## Planning and Organizing

# The Problem-Solving Toolkit

## Analysis Tools

### The Lasso

### Is/Is Not

### Fishbone

### Graphics

## Other Tools

### Basic Questions

### Break it Up

### Force Field Analysis

### Generalize/Exemplify

### Expert

# Decision-Making Traps

# Facts vs. Information

# Generating Alternatives

# Implementation