COURSE SYLLABUS

Tools for Management Analysis Course (Self-Paced)

Learn structured analytical methods for decision-making, problem-solving, process modeling, and performance measurement in the federal workplace.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/tools-for-management-analysis-course-self-paced



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Course Outline

Module 1: Decision-Making Support

- Apply ordinal ranking and weighted sum methods to prioritize decision alternatives.
- Use weighted sum of ratings to compare decision choices.
- Use decision trees to evaluate choices based on probabilities, costs, and expected values.
- Conduct force field analysis to assess supporting and opposing factors for a decision.

Module 2: Organizational Problem Analysis

- Differentiate between symptoms and root causes in problem situations.
- Use problem description frameworks to structure the analysis.
- Apply cause-and-effect (fishbone) diagrams to identify potential root causes.
- Conduct root cause analysis using the 5 Whys technique to uncover underlying issues.

Module 3: Program and Process Modeling

- Create program logic models to connect inputs, processes, outputs, and outcomes.
- Develop top-down process maps for linear, low-variation workflows.
- Design process flowcharts to represent sequences, decision points, and alternative paths.

Module 4: Measuring Organizational Performance

- Identify and define performance measures linked to key success factors.
- Write operational definitions for consistent, reliable measurement.
- Develop composite indexes, such as weighted scores and objectives matrices, to track performance.
- Use performance data to inform planning, monitor progress, and document success.