Course Introduction

Why do some people thrive in problem-solving situations, while others feel stressed? How can some managers make quick, effective decisions while others delay action? The answer lies in the ability to apply a structured approach to problem-solving and decision-making, turning challenges into opportunities for growth and innovation.

This advanced problem-solving and decision-making course provides a comprehensive framework for becoming a proactive team player and strategic decision-maker. Participants will learn to navigate complex problems, identify root causes, generate creative solutions, and make actionable decisions that drive organizational success.

Targeted Groups

This course is ideal for:

- **Managers, Supervisors, and Team Leaders**
- **Head of Sections**
- Employees at all levels across various departments who want to enhance their problem-solving and decision-making abilities.

Strategic Decision-Making and Complex Problem-Solving

In this course, participants will explore:

- Strategic decision-making frameworks.
- Methods for solving complex problems using critical thinking.
- The role of data analysis and analytics in decision-making.
- How to develop data-driven strategies for high-impact decisions.

The advanced curriculum is designed to sharpen problem-solving skills and equip professionals with the tools needed to navigate the complexities of modern business challenges. By the end of the course, participants will be confident leaders capable of making decisive, clear decisions in high-pressure situations.

Course Objectives

By the end of this course, participants will be able to:

- Select and apply effective methods for problem-solving and decision-making.
- Understand the influence of values, biases, and personality on decision-making.
- Use structured approaches to generate innovative and productive solutions.
- Assess personal and organizational creativity and set goals for growth.
- Apply various problem-solving techniques to develop creative solutions.

- Build the decisive leadership skills needed for effective problem-solving and decision-making.

Targeted Competencies

- **Emotional Intelligence**
- **Problem-Solving**
- **Creativity**
- **Management Processes**
- **Communication**
- **Building and Leading Teams**
- **Flexibility and Versatility**
- **Effective Decision-Making Skills**

Course Content

Unit 1: The Psychology of Problem-Solving and Decision-Making

- Overview of psychological thought and its role in decision-making.
- The relationship between values, problem-solving, and decision-making.
- Understanding psychological types and their influence on decision-making preferences.
- Using lateral thinking techniques, such as the **ZIGZAG model**, to encourage creative problem-solving.
- Case studies on individual vs. group decision-making.

Unit 2: Developing Decision-Making Skills

- Utilizing both the **left brain** (logical) and **right brain** (creative) in decision-making.
- The **split-brain theory** and its role in practical problem-solving.
- Fostering openness to new ideas and promoting idea mobility within teams.
- Exploring the creative problem-solving process in individuals and teams.
- Introduction to the **IDEAL** problem-solving methodology.

Unit 3: Applying Effective Decision-Making Skills in the Workplace

- Encouraging a culture of creative problem-solving for continuous improvement.
- Removing mental blocks to creative thinking.
- Understanding the difference between **convergent** and **divergent thinking**.
- Developing divergent thinking skills for effective problem-solving.
- Using **SCAMPER** techniques for both problem-solving and decision-making.

Unit 4: Making Mental Blocks to Decision-Making a Thing of the Past

- Challenging assumptions and thinking outside the box.
- Stimulating the flow of new ideas and gaining support for innovative solutions.

- Evaluating and assessing new ideas critically.
- Leading creative sessions for problem-solving and decision-making.

Unit 5: Effective Leadership and the Dynamic Problem-Solving Team

- Aligning problem-solving efforts with the corporate mission.
- Encouraging self-initiated actions and endorsing unofficial activities that contribute to solutions.
- Enhancing serendipity and recognizing diverse sources of inspiration.
- Using internal communication to improve problem-solving and decision-making outcomes.
- Creating a personal action plan for developing leadership and problem-solving abilities.

This course will equip you with the skills needed to take a proactive approach to problem-solving and decision-making, transforming you into a decisive leader capable of tackling complex challenges effectively.