

Introduction:

Why do some individuals view problem-solving as an exciting challenge while others find it stressful? How is it that some managers are able to make quick and effective decisions, while others delay until the last possible moment? Which of these descriptions best matches your own approach to problem-solving and decision-making? The explanation is that those who excel follow a proven methodology that improves their effectiveness and efficiency in identifying solutions and strategic pathways to accomplish tasks.

These skills can be learned. This advanced program on problem-solving and decision-making explores how to be a proactive and contributing member of a team in both problem resolution and strategic decision-making.

This highly engaging and enjoyable course takes participants through a step-by-step process, guiding them from recognizing the root causes of problems to generating innovative solutions and turning these solutions into practical and actionable decisions.

Intended Participants:

- Managers, supervisors, and team leaders
 - Heads of sections
 - Employees at all levels and departments
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Focus on Strategic Decision-Making and Complex Problem-Solving:

In this advanced course, participants will explore strategic decision-making, methods for solving complex problems, and critical thinking skills.

The course equips professionals to analyze complicated business situations and develop strategies driven by data analysis and analytics. It is designed to enhance existing problem-solving training and refine decision-making skills critical for managing the complexities of business decisions.

Participants will develop into decisive leaders capable of defining clear action plans in high-pressure situations.

Course Objectives:

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

- Choose and implement practical methods for efficient problem-solving and decision-making
- Understand how personal values, biases, and personality traits influence the solutions we develop
- Use a structured approach to create effective solutions
- Evaluate both individual and organizational creativity and plan for improvement
- Explore and apply a variety of problem-solving techniques that foster creativity
- Build decisive skills essential to competent and credible leadership

Key Competencies Developed:

- Emotional intelligence
- Problem-solving abilities
- Creativity
- Management processes
- Communication skills
- Team building and leadership
- Adaptability and versatility
- Effective decision-making capabilities

Course Content

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

- Overview of psychological theories related to decision-making
- The relationship between values, problem-solving, and decision-making
- Understanding psychological types and lateral thinking in problem-solving
- Insights into individual preferences based on psychological type
- Using team strategies to encourage lateral thinking, such as the ZIGZAG model
- Comparing individual and group decision-making through case studies

Unit 2: Developing Decision-Making Skills

- Engaging both the left and right hemispheres of the brain in decision-making

- Applying split-brain theory to develop practical problem-solving skills
- Increasing openness to new ideas in decision processes
- Fostering idea flow and exchange within teams
- Understanding creative problem-solving in both individuals and groups
- Introduction to the IDEAL problem-solving model

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

- Encouraging creative problem-solving for ongoing improvement
- Identifying and removing obstacles to creativity
- Differentiating between convergent and divergent thinking
- Enhancing divergent thinking skills to solve problems
- Applying the SCAMPER technique as a creative problem-solving tool
- Using SCAMPER methods to make sound decisions

Unit 4: Eliminating Mental Barriers to Decision-Making

- Challenging assumptions we impose on ourselves
- Encouraging thinking beyond conventional limits
- Increasing the generation of new ideas
- Gaining support from others for your ideas
- Evaluating new concepts effectively
- Exercising creative leadership during problem-solving and decision-making activities

Unit 5: Effective Leadership and Building Dynamic Problem-Solving Teams

- Aligning team efforts with the organization's mission
- Encouraging proactive and self-motivated behavior
- Supporting unofficial or informal initiatives
- Enhancing opportunities for unexpected beneficial outcomes (serendipity)
- Valuing diverse inputs and stimuli
- Practicing effective communication within the organization to support problem-solving
- Developing a personal action plan for applying learning