

Course No. 1377

Problem-Solving & Decision-Making Training Course

MANAGEMENT SKILLS
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Problem-Solving & Decision-Making Training Course is designed to equip professionals with the critical thinking, analytical, and decision-making capabilities required to address complex business challenges and make sound decisions in dynamic organizational environments. In today's increasingly competitive and rapidly changing workplace, organizations rely on leaders and professionals who can evaluate situations objectively, identify root causes of problems, assess alternatives, and implement effective solutions that support operational excellence and strategic objectives.

Effective problem-solving and decision-making are fundamental competencies that influence organizational performance, productivity, risk management, resource allocation, customer satisfaction, and long-term sustainability. Whether addressing operational inefficiencies, managing organizational change, responding to emerging risks, or making strategic business decisions, professionals must be able to apply structured methodologies that improve the quality and consistency of outcomes. This course provides participants with practical frameworks and tools that support informed decision-making at all levels of the organization.

The course explores the complete decision-making process, from problem identification and root cause analysis to solution development, evaluation of alternatives, implementation planning, and performance monitoring. Participants will learn how cognitive biases, assumptions, organizational culture, stakeholder interests, and uncertainty can influence decisions, and how to minimize these factors through evidence-based approaches and critical thinking techniques.

Designed for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas companies, and large corporations, this professional training course aligns problem-solving and decision-making practices with organizational governance, accountability, operational effectiveness, and strategic priorities. Participants will gain practical skills that support both day-to-day management decisions and complex organizational challenges.

Through interactive discussions, case studies, simulations, group exercises, and practical workshops, participants will develop confidence in analyzing situations, evaluating options, managing risks, and making decisions that deliver measurable business value. The course emphasizes practical application to ensure participants can immediately transfer learning into workplace performance improvements.

Objectives

- Analyze organizational problems using structured problem-solving methodologies throughout the course.
- Assess the root causes of operational, strategic, and performance-related challenges using proven analytical techniques.
- Develop practical solutions to workplace problems based on evidence, data, and stakeholder requirements.
- Apply critical thinking principles to improve the quality and effectiveness of decision-making processes.
- Evaluate alternative courses of action using objective criteria, risk assessments, and business impact considerations.
- Design decision-making frameworks that support consistency, transparency, and accountability within the organization.
- Improve the ability to make timely and effective decisions under pressure and uncertainty.
- Strengthen analytical reasoning skills to identify patterns, trends, opportunities, and risks.
- Implement structured approaches for problem resolution and continuous improvement initiatives.
- Align decision-making practices with organizational objectives, governance requirements, and performance expectations.
- Develop a practical action plan for enhancing problem-solving and decision-making effectiveness in the workplace.

Who Should Attend

This course is designed for executives, senior managers, department heads, supervisors, team leaders, project managers, operations managers, branch managers, and professionals responsible for making decisions that affect organizational performance, service delivery, operational efficiency, and business outcomes. It is particularly valuable for individuals who regularly face complex challenges, competing priorities, and situations requiring sound judgment and effective solutions.

The course is highly relevant for professionals working in government agencies, ministries, regulatory authorities, public sector organizations, banks, financial institutions, oil and gas companies, utilities, infrastructure organizations, and large corporations. It also benefits specialists and managers in operations, finance, strategy, planning, human resources, procurement, compliance, risk management, quality management, customer service, and project management functions.

Additionally, the program is suitable for professionals involved in process improvement, organizational transformation, performance management, business analysis, and decision-support activities. Decision makers seeking to strengthen analytical capabilities and improve organizational outcomes will gain substantial value from the course.

Learning Outcomes

- Identify and define workplace problems accurately using structured analytical approaches.
- Conduct root cause analysis to determine underlying factors contributing to organizational challenges.
- Apply critical thinking techniques to evaluate information objectively and avoid common decision-making biases.
- Assess risks, opportunities, and potential consequences associated with different solutions.
- Generate and evaluate alternative solutions using practical decision-making frameworks.
- Make informed decisions based on evidence, data analysis, and organizational priorities.
- Facilitate collaborative problem-solving discussions with stakeholders and teams.
- Develop implementation plans that support successful execution of chosen solutions.
- Monitor outcomes and measure the effectiveness of decisions and corrective actions.
- Improve decision quality in complex, uncertain, and high-pressure environments.
- Apply continuous improvement principles to enhance organizational problem-solving capabilities.

Course Outline

DAY 01

Foundations of Problem-Solving and Decision-Making Excellence

- Understanding the role of problem-solving and decision-making in organizational success
- Characteristics of effective decision makers and problem solvers
- Identifying and defining problems accurately
- Understanding decision-making processes and organizational impacts

DAY 01 — CONTINUED

PRACTICAL APPLICATION OR DISCUSSION

Assessing real workplace challenges and decision scenarios

DAY 02**Root Cause Analysis and Critical Thinking Techniques**

- Root cause analysis methodologies and practical applications
- Identifying symptoms versus underlying causes
- Critical thinking principles for objective analysis
- Recognizing assumptions, biases, and decision-making traps

PRACTICAL APPLICATION OR DISCUSSION

Conducting root cause analysis on operational case studies

DAY 03**Generating Solutions and Evaluating Alternatives**

- Creative and analytical approaches to solution development
- Techniques for generating alternative solutions
- Evaluating options using decision criteria and business objectives
- Risk assessment and impact analysis in decision-making

PRACTICAL APPLICATION OR DISCUSSION

Comparing alternative solutions for complex organizational problems

DAY 04**Decision-Making in Complex and High-Pressure Environments**

- Decision-making under uncertainty and changing conditions
- Balancing speed, quality, and risk in decision processes
- Stakeholder analysis and managing conflicting priorities

DAY 04 — CONTINUED

- Group decision-making and collaborative problem-solving techniques

PRACTICAL APPLICATION OR DISCUSSION

Decision-making simulation involving competing organizational priorities

DAY 05

Implementing Solutions and Sustaining Performance Improvement

- Developing implementation plans and action strategies
- Monitoring results and measuring decision effectiveness
- Learning from successes, failures, and organizational experience
- Embedding problem-solving and decision-making into organizational culture

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

Developing a workplace problem-solving and decision-making improvement plan

Register or Request More Information

Course page: <https://quest-training.com/courses/problem-solving-decision-making-training-course>

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