



Management And Leadership

# Creative Problem Solving and Decision Making

## Course Introduction

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Problem solving & decision making is a fixture in life... You must be able to solve problems and make decisions to survive and to thrive; in business as in life. This training provides advanced practical problem-solving techniques and structured creative thinking tools. This will help participants to solve work problems and make decisions to bring value to company and customers. It will also help participants to generate creative solutions to problems and select practical solutions for implementation. Participants will learn how to confront challenges from a different perspective and will work towards unleashing the creative brain in order to solve complex problems.

## Target Audience

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- Managers and team leaders who need to make quick decisions and solve problems efficiently.
- Executives and senior managers looking to enhance strategic thinking and decision-making skills.
- Those responsible for conflict resolution, team management, and organizational development.
- Individuals starting new businesses need to navigate complex challenges and make crucial decisions.
- Owners of small to medium enterprises (SMEs) who need to optimize operations and solve business-related problems creatively.
- All professionals who need to develop their problem-solving and decision-making skills.

## Learning Objectives

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

- Apply logical and creative approaches to solving problems and making decisions
- Apply tools for identifying causes and generating solutions
- Recognize and predict personal barriers and identify solutions to overcome these

- Explain the importance of creativity when faced with challenges that require different way of thinking
- Apply lean and lateral thinking to solve problems
- Apply models and theories to identify root causes of problems

## Course Outline

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### • 01 Day One

#### **The Psychology of Problem Solving and Decision Making**

- Introduction: Why study problem solving and decision making
- A synopsis of psychological thought
- Values, Problem Solving and Bias in Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- Psychometric assessment on your problem-solving preferences
- Using a team approach to encourage structured and lateral thinking

#### **Problem solving, the cognitive process and whole brain thinking**

- Problem solving: the highest order cognitive process
- Split brain theory to make informed and balanced decisions
- Developing openness to new ideas in making decisions
- The model of creative problem solving
- Lessons in facing the unexpected events
- Decision Making and the Management of Change

### • 02 Day Two

#### **Creating Continuous Improvement in the Workplace**

- Encouraging creative problem solving for continuous improvement
- Appreciative Enquiry and a focus on positive dialogues
- Solution focus methodology: a radical transformational approach to solving problems
- Diagnostic tools for organizational improvement
- The Disney Creative Thinking Strategy
- Using techniques to innovate and improve process and product

## **Building Creative Capability in Self and Removing Mental**

- 'How creative am I'? Challenging self-imposed assumptions
- Thinking outside the box and 'Imagineering': current examples from technology
- 'Curiosity': using the multiple intelligences of Leonardo da Vinci
- A model for organizational innovation

## **What is Decision Making?**

- The nature of decisions and types of decisions companies make
- Sequence of decision-making process
- Techniques of how to choose the right Decision

### **• 03 Day Three**

## **Human Information Processing and Decision Traps**

- How stereotypes can bias your decisions
- The Factors Influencing Decision-Making
- The implications of deciding in groups
- The benefits and potential pitfalls of group decision making

## **Creativity in Decision Making**

- Ways to prevent assumptions from blocking creativity in each stage of problem solving
- Cognitive processes: the act of creativity
- Techniques for effective brainstorming

## **Analyze the Impact of Your Actions**

- Approach a Decision through "Six Thinking Hats"
- Visualize your decision-making process
- Analyze your options in a logical sequence
- PMI Approach

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 20, 2025	April 22, 2025	3 days	3250.00 \$	KSA - Riyadh
Aug. 18, 2025	Aug. 20, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
Oct. 27, 2025	Oct. 29, 2025	3 days	3250.00 \$	UAE - Dubai