



Consulting and Training | Reach New Heights

Course Name

Problem solving and decision making for managers

Sector Name

Interpersonal Skills and Self Development

Document Type

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Problem solving and decision making for managers

Course Introduction

In this training program, we will help Managers to develop their ability to solve problems in an integrated manner, enabling them to make strategic decisions effectively that reflect positively on achieving the required growth for their organization in particular and achieving the desired success goals for the organization as a whole.

This training program is designed to provide the relevant concepts, creative processes, and tools that strike the right balance between critical thinking and creative solutions. Plus, this training program will allow participants to discover how their thinking preferences can enhance or hinder them or their team from engaging in the creative problem-solving process.

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Target Audience

Middle to senior managers who want to sharpen their problem-solving and decision-making skills to improve outcomes and leadership effectiveness in their teams or departments.

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Learning Objectives

- ✓ Identify the nature of the problems that might face the individual and the organization.
- ✓ Identify the effects of effective problem-solving and strategic decision-making in the future.
- ✓ Identify the problems' evolution stages.
- ✓ Deal with problem-solving and analysis strategies effectively.
- ✓ Develop more creative solutions for problems through critical thinking and creative problem-solving.
- ✓ Learn the distinct phases of the creative problem-solving process.
- ✓ Identify strategies for gaining acceptance of ideas.
- ✓ Know when to use critical versus creative thinking.
- ✓ Enhance personal creativity.
- ✓ Select the best decision given the specific situation.
- ✓ Transform creativity into practical business solutions.
- ✓ Identify the tools of having the required creative mindset to solve problems.
- ✓ Possess effective negotiation skills.
- ✓ Understand the best practices of making strategic decision analysis based on business models.
- ✓ Identify the types of decisions and the factors influencing them.
- ✓ Master the use of decision-making strategies.

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Course Outline

✓ 01 Day One

Introduction:

- ✓ What is the nature of the problems that managers might face in the problem-solving and decision-making processes within the organization?
- ✓ What are the effects of effective problem-solving and strategic decision-making in the future?
- ✓ How does the human mind work when faced with a problem?
- ✓ What are the evolutionary stages of problems?
- ✓ Case Study.

Critical Thinking and Creative Problem-Solving:

- ✓ Profiling your personal thinking style and the styles of others.
- ✓ Stimulating creativity through reflection exercises.
- ✓ Analyzing left- and right-brain characteristics.
- ✓ Assessing a situation to determine if it is a problem or a decision.
- ✓ Applying logical methodologies to solve everyday problems.
- ✓ Case Studies.

Leveraging Personal Thinking Styles: Analysing personal preferences:

- ✓ Dominance drives behavior.
- ✓ Identifying your own natural brain dominance.

- ✓ Triune Brain Theory.
- ✓ Enhancing whole-brain thinking.
- ✓ Leveraging left- and right-brain dominance.
- ✓ Recognizing strengths and opportunities.

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✓ 02 Day Two

Identifying thinking preferences:

- ✓ Recognizing others' preferred thinking styles.
- ✓ Adapting to others' thinking styles.
- ✓ Flexing to opposing styles.

Unleashing Your Creativity: The Creative Environment

- ✓ Exploring your own creativity.
- ✓ Utilizing tools and techniques to become more creative.
- ✓ Identifying elements that stimulate creativity.
- ✓ Eliminating barriers to innovation.
- ✓ Brainstorming options.
- ✓ Challenging assumptions.
- ✓ Five Monkeys Syndrome.
- ✓ Avoiding groupthink.
- ✓ Deploying divergent and convergent thinking.
- ✓ Steps for the Interpersonal Problem-Solving process.
- ✓ Applying Brainstorming Formats and Mechanics.



Negotiation skills and their role in reaching an effective solution to problems:

- ✓ The concept of effective negotiation.
- ✓ Who is negotiating?
- ✓ What are the characteristics of an effective negotiator?
- ✓ The difference between the definitions of (communication, discussion, and persuasion).
- ✓ Techniques and foundations of effective negotiation.
- ✓ Scientific methods for planning and conducting conflict negotiation.
- ✓ The four impact models of persuasion and the negotiation process.
- ✓ Application of administrative rules to negotiation activity.
- ✓ Effectiveness and dynamism of the negotiating team.
- ✓ Behavioral skills and their impact on effective negotiation to solve problems.
- ✓ The technical and tactical stages in the preparation and planning of the negotiation process.
- ✓ Rank Hoff's strategy for negotiation and persuasion (explanation of focus and mitigation tools).

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✓ 03 Day Three

Effectiveness of decision-making:

- ✓ The definition of decision-making.
- ✓ Classification of administrative decision types.
- ✓ The stages of strategic decision making.
- ✓ The most important factors affecting the strategic decision-making process.
- ✓ How do business Models help with decision making process?
- ✓ Determining the consequences of each decision separately.
- ✓ How to make decision analysis based on business models? "Best practices"
- ✓ How to avoid personal interests and feelings while making a decision.
- ✓ Using critical thinking as an aid in making decisions.
- ✓ Evaluating the decisions taken and analyzing the lessons learned from them.
- ✓ Methodologies for making sound decisions "according to circumstances".
- ✓ An integrated practical workshop on effective decision-making.

Putting It All Together:

- ✓ Constructing a blueprint for your action plan.
- ✓ Reinforcing your newly developed creative thinking skills.



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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 18, 2027	July 20, 2027	3 days	3250.00 \$	KSA , Riyadh
Feb. 1, 2027	Feb. 3, 2027	3 days	3250.00 \$	UAE , Dubai
Oct. 12, 2026	Oct. 14, 2026	3 days	3950.00 \$	England , London
May 24, 2027	May 26, 2027	3 days	3250.00 \$	UAE , Abu Dhabi

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