MERCURY

Problem-Solving and Decision-Making Training

1 – 5 February 2027
Casablanca (Morocco)

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15619_1079910 **Date:** 1 – 5 February 2027 **Location:** Casablanca (Morocco) **Fees:** 4500 Euro

Introduction:

In today's fast-paced and ever-changing business landscape, navigating complex challenges through effective problem-solving and decision-making is paramount. This Problem-Solving and Decision-Making Training course will equip professionals with the skills and techniques needed to excel in these critical areas.

By exploring various problem-solving and decision-making approaches, participants will understand how to define problems accurately, generate innovative solutions, and make well-informed decisions that drive organizational success.

This training will provide real-world examples through engaging case studies highlighting creativity's importance in problem-solving and decision-making. Participants will learn to apply creative problem-solving and decision-making strategies to overcome obstacles and achieve desired outcomes.

The course will delve into various problem-solving and decision-making tools and techniques, ensuring that attendees are well-prepared to handle any situation they may encounter in their professional roles.

Importance of Problem-Solving and Decision-Making Training:

The Problem-Solving and Decision-Making Training will also emphasize the importance of a structured process. Participants can approach challenges methodically and systematically by understanding the stages of effective problem-solving and decision-making.

Moreover, this training will focus on developing essential problem-solving and decision-making skills. Participants will practice these skills through interactive exercises and group activities, allowing them to refine their abilities and apply what they have learned in a supportive environment.

Attendees will have a solid foundation in effective problem-solving and decision-making, empowering them to contribute to their organization's success and growth. This structured approach enhances the quality of decisions and boosts confidence in the decision-making process.

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Targeted Groups:

- Business Managers.
- Team Leaders.
- Project Managers.
- Human Resource Professionals.
- Entrepreneurs.
- Marketing Professionals.
- Operations Managers.
- Customer Service Managers.
- IT Professionals.
- Financial Analysts.
- Consultants.
- Product Managers.
- Senior Executives.
- Middle Management.
- Sales Managers.

Course Objectives:

At the end of this problem-solving and decision-making course, the participants will be able to:

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- Understand the principles of problem-solving and decision-making.
- Identify and define problems accurately.
- Apply creative problem-solving and decision-making techniques.
- Develop effective problem-solving and decision-making skills.
- Utilize various problem-solving and decision-making tools.
- Implement a structured problem-solving and decision-making process.
- Enhance analytical and critical thinking abilities.
- Improve strategic planning and decision-making capabilities.
- Foster innovation in problem-solving and decision-making.
- Strengthen communication and collaboration in decision-making.
- Build confidence in making well-informed decisions.
- Analyze case studies on problem-solving and decision-making.
- Assess and manage risks effectively.
- Develop leadership skills in problem-solving and decision-making.
- Apply learned techniques to real-world scenarios.

Targeted Competencies:

Upon this problem-solving and decision-making training, the participant's competencies will be able to improve:

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- Analytical Thinking.
- Creative Problem-Solving.
- Decision-Making Strategies.
- Critical Thinking.
- Effective Communication.
- Strategic Planning.
- Risk Assessment.
- Conflict Resolution.
- Innovation Management.
- Leadership Skills.
- Time Management.
- Collaborative Skills.
- Emotional Intelligence.
- Adaptability and Flexibility.
- Resource Management.

Course Content:

Unit 1: Foundations of Problem-Solving and Decision-Making:

- Define problem-solving and decision-making.
- Understand the importance of problem-solving and decision-making in professional settings.
- Explore the relationship between problem-solving and decision-making.
- Learn about the components of effective problem-solving and decision-making.
- Identify common challenges in problem-solving and decision-making processes.
- Discuss the impact of biases and cognitive traps on decision-making.
- Introduce various approaches to problem-solving and decision-making.
- Examine case studies highlighting successful problem-solving and decision-making strategies.

Unit 2: Creative Problem-Solving Techniques:

- Introduce creative problem-solving methods.
- Explore brainstorming techniques for generating innovative solutions.
- Discuss the concept of lateral thinking in problem-solving.
- Learn about mind mapping and visualization tools.
- Foster a creative problem-solving mindset through exercises and activities.
- Analyze case studies on creative problem-solving in different industries.
- Practice divergent thinking to explore multiple solutions to a problem.
- Implement techniques for overcoming creative blocks in problem-solving.

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Unit 3: Decision-Making Process and Strategies:

- Outline the decision-making process.
- Identify decision-making criteria and objectives.
- Discuss decision-making models, such as rational, intuitive, and bounded rationality.
- Introduce decision-making tools, including decision trees and matrices.
- Explore strategies for making effective decisions under uncertainty and complexity.
- Analyze case studies on decision-making in high-pressure situations.
- Practice decision-making simulations to simulate real-world scenarios.
- Evaluate the consequences of decisions and learn from feedback.

Unit 4: Tools and Techniques for Problem-Solving:

- Introduce problem-solving tools, such as root cause analysis and SWOT analysis.
- Explore the use of data analytics and modeling in problem-solving.
- Discuss the role of technology in facilitating problem-solving processes.
- Learn about decision support systems and software applications.
- Practice using problem-solving frameworks to tackle complex problems.
- Analyze case studies on the application of problem-solving tools in business scenarios.
- Collaborate with peers to solve real-world problems using selected tools and techniques.
- Reflect on the effectiveness of different problem-solving approaches.

Unit 5: Effective Communication and Collaboration in Decision-Making:

- Understand the importance of communication in decision-making.
- Discuss strategies for effective communication in diverse teams.
- Learn how to facilitate group decision-making processes.
- Explore techniques for managing conflicts and reaching consensus in decision-making.
- Practice active listening and feedback skills.
- Analyze case studies on successful collaborative decision-making.
- Participate in role-playing exercises to simulate decision-making scenarios.
- Reflect on personal communication and collaboration skills and identify areas for improvement.

Conclusion:

The Problem-Solving and Decision-Making Training course is an invaluable opportunity for professionals to enhance their capabilities in these crucial areas. By mastering problem-solving and decision-making techniques, tools, and processes, participants will be better equipped to tackle challenges, make sound decisions, and drive positive outcomes for their organizations.