MERCURY

Advanced Problem Solving & Decision Making Training Course

7 – 11 June 2027
Cape Town (South Africa)



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Ref: 1051_1081076 **Date:** 7 – 11 June 2027 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

Why do some people find problem-solving an exciting challenge, whereas others find it stressful? How do some managers make quick and productive decisions while others procrastinate until the last minute? Which of the two statements best describes your attitude to problem-solving and decision-making? The answer to the first two questions is that the first group works through a tried and tested methodology to improve their effectiveness and efficiency in finding solutions and strategic pathways to get things done.

These skills can be learned, and this advanced problem-solving and decision-making program investigates how to be a proactive team player in problem-solving and strategic decision-making.

This highly interactive and fun advanced problem-solving and decision-making course takes a step-by-step journey through the pathways of moving your organization from identifying the root of the problem to creating innovative solutions and turning them into actionable and practical decisions.

Targeted Groups:

- Managers, Supervisors, and Team Leaders.
- Head of Sections.
- This advanced problem-solving and decision-making course suits all employees across all departments and levels.

Strategic Decision-Making and Complex Problem-Solving:

In this advanced problem-solving and decision-making course, participants will delve deep into strategic decision-making, complex problem-solving methods, and critical thinking.

The advanced problem-solving and decision-making course equips professionals to analyze complex business scenarios and develop data-driven strategies by emphasizing data analysis and data analytics for decision-making.

This advanced curriculum is designed to enhance problem-solving training courses and sharpen decision-making skills essential for navigating the demanding landscape of business decision-making.

Participants in the advanced problem-solving and decision-making course will evolve into decisive leaders capable of formulating clear courses of action in high-stakes environments.

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Course Objectives:

At the end of this decision-making skills training course, the participants will be able to:

- Select and apply pragmatic methods for effective problem-solving and decision-making.
- Appreciate how values, bias, and personality can impact the solutions we create
- Utilize a structured approach to generate productive solutions.
- Assess personal and organizational creativity and set an agenda for progression.
- Explore and apply various problem-solving techniques that generate creative solutions.
- Develop the decisive skills that define competent and credible leadership.

Targeted Competencies:

- Emotional Intelligence
- Problem-Solving
- Creativity
- Management processes
- Communication
- Building and Leading Teams
- Flexibility and versatility
- Effective decision-making skills

Course Content:

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

- A synopsis of psychological thought
- Values, Problem-Solving, and Decision-Making
- Psychological type and Lateral Thinking for Problem Solving
- What psychological type reveals about me and my preferences
- Using a team approach to encourage lateral thinking: ZIGZAG model
- Individual or group decision-making: case studies

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Unit 2: Developing Decision-Making Skills:

- Using your left brain and right brain to make decisions
- Split-brain theory for developing practical problem-solving skills
- Growing openness to new ideas in making decisions
- Promoting idea mobility in teams
- Understanding the creative solving process in individuals and teams
- IDEAL problem-solving approach

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

- Encouraging creative problem-solving for continuous improvement
- Removing blocks to creative problem-solving
- Convergent versus Divergent Thinking
- Divergent Thinking Skills for solving problems
- Using SCAMPER techniques to approach problem-solving
- Applying SCAMPER techniques to make effective decisions

Unit 4: Making Mental Blocks to Decision-Making a Thing of the Past

- Challenging self-imposed assumptions
- Thinking outside the box
- Increasing new ideas
- Getting people behind your ideas
- Evaluating new ideas
- Creative leadership during problem-solving and decision-making sessions

Unit 5: Effective Leadership and the Dynamic Problem-Solving Team:

- Ensuring alignment with the corporate mission
- Encouraging self-initiated activity
- Endorsing Unofficial activity
- Enhancing Serendipity
- Importance of appreciating diverse stimuli
- Practicing within-company communication for problem-solving
- Developing a personal action plan