Critical Thinking and Problem Solving for Decision Making

13 – 17 September 2027
Toronto (Canada)

UK Traininig
PARTNER



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Why This Course

In an era defined by rapid change, complexity, and information overload, professionals must be able to think critically, analyze problems systematically, and make decisions with clarity and confidence. Strong problem-solving and decision-making capabilities are essential for leaders, managers, and specialists who face high-stakes challenges and must deliver effective, innovative solutions.

The Advanced Critical Thinking, Problem-Solving & Strategic Decision-Making Program is an immersive 1-week course designed to strengthen analytical thinking, enhance creativity, and refine decision-making skills. Through practical exercises, real-world case studies, and structured frameworks, participants will learn to navigate complex organizational issues with greater insight and strategic focus.

What You'll Learn and Practice

By the end of this program, participants will be able to:

- Apply critical thinking tools to analyze complex situations and make informed judgments.
- Use structured problem-solving methodologies to identify root causes and design effective solutions.
- Leverage advanced decision-making frameworks to choose optimal courses of action.
- Foster creative thinking to generate innovative ideas and alternatives.
- Communicate decisions clearly and guide teams through structured problem-solving processes.

Program Flow

Day 1: Foundations of Critical Thinking

- Understanding the principles and mindset behind critical thinking.
- Using analytical reasoning to dissect issues and identify patterns.
- Challenging assumptions and cognitive shortcuts.
- Evaluating the credibility, reliability, and relevance of information sources.
- Exercise: Testing assumptions and analyzing real-case scenarios.



Day 2: Advanced Problem-Solving Methodologies

- Applying systematic frameworks such as PDCA, 8D, and A3 thinking.
- Conducting effective root cause analysis using tools like Fishbone, 5 Whys, and Fault Tree Analysis.
- Exploring creative problem-solving techniques including brainstorming, SCAMPER, and mind mapping.
- Understanding group problem-solving dynamics and facilitation techniques.
- Workshop: Solving a complex organizational problem using multi-step methods.

Day 3: Decision-Making Frameworks and Tools

- Comparing decision-making models: rational, intuitive, data-driven, and behavioral approaches.
- Using risk assessment tools to evaluate uncertainty and potential impact.
- Applying ethical considerations to ensure integrity in decision-making.
- Utilizing decision trees, cost-benefit analysis, and prioritization matrices.
- Case Study: Making high-stakes decisions using structured analytical tools.

Day 4: Overcoming Cognitive Biases & Enhancing Creativity

- Identifying common cognitive biases that distort thinking and decision-making.
- Applying debiasing strategies to improve objectivity and clarity.
- Techniques for enhancing creativity: lateral thinking, reframing, and innovation triggers.
- Balancing intuition with structured analysis for optimal decision outcomes.
- Activity: Creativity lab and bias-mitigation exercises.

Day 5: Implementing Critical Thinking & Decision-Making in Leadership

- Communicating decisions clearly and persuasively to stakeholders.
- Guiding teams through complex problem-solving processes.
- Establishing systems for continuous improvement and learning.
- Creating a personal action plan to apply course techniques in real-world contexts.
- Simulation: Leading a team through a high-pressure decision-making scenario.

Individual Impact

- Stronger ability to analyze, evaluate, and solve complex challenges.
- Enhanced leadership through clearer, more strategic decision-making.
- Increased creativity and innovation in developing practical solutions.
- Improved communication of analytical processes and decisions.



Organizational Impact

- Better quality decisions supported by structured thinking and analysis.
- Stronger innovation culture and problem-solving capability.
- Reduced operational inefficiencies through accurate root cause identification.
- Improved team collaboration and alignment in decision-making.

Training Methodology

This program uses an engaging, high-impact approach featuring:

- Real-world case studies from diverse industries.
- Group problem-solving workshops and simulations.
- Diagnostic assessments and self-reflection tools.
- Hands-on practice using analytical and decision-making frameworks.

Beyond the Course

Participants will return with a powerful toolkit for solving complex problems, making strategic decisions, and leading teams through uncertainty—enhancing both personal effectiveness and organizational performance.

