Mastering Effective Decision Making and Problem Solving

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Lisbon (Portugal)

UK Traininig
PARTNER



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Why This Course

Business environments are becoming more complex, fast-moving, and uncertain. Leaders and professionals are often required to solve difficult problems, make decisions under pressure, manage competing priorities, and respond to situations where the right answer is not immediately clear.

Effective decision making and problem solving require more than experience or intuition. They depend on structured thinking, reliable analysis, creativity, sound judgment, risk awareness, and the ability to recognize assumptions and cognitive biases. When these skills are developed, individuals and teams can respond to challenges more confidently and create better outcomes.

This intensive 1-week course equips participants with advanced techniques for analyzing complex problems and making informed decisions. Through practical frameworks, real-world scenarios, creative exercises, decision models, and implementation planning, participants will strengthen their ability to solve problems systematically, generate innovative solutions, and make effective decisions in challenging business situations.

What You'll Learn and Practice

By joining this program, you will:

- Apply systematic approaches to identify and analyze complex problems.
- Define problems clearly and set practical decision objectives.
- Use root cause analysis techniques to identify underlying issues.
- Gather, interpret, and apply relevant information for problem solving.
- Use creative thinking methods to generate innovative solutions.
- Apply brainstorming, lateral thinking, and Six Thinking Hats techniques.
- Evaluate and select optimal solutions using structured decision-making models.
- Apply cost-benefit analysis, risk assessment, decision trees, and multi-criteria decision tools.
- Improve group decision-making and collaborative problem-solving practices.
- Implement decisions through action planning, resource allocation, and stakeholder communication.
- Monitor decision outcomes and adapt when circumstances change.
- Recognize cognitive biases, decision traps, and ethical considerations.
- Make better decisions under uncertainty and pressure.



The Program Flow

Day 1: Foundations of Problem Solving

- Introduction to problem-solving methodologies.
- Understanding different types of business problems.
- Defining problems clearly and avoiding symptom-based thinking.
- Setting objectives and success criteria.
- Root cause analysis techniques.
- Information gathering and data interpretation.
- Practical exercise: Diagnosing a complex workplace problem.

Day 2: Creative Problem Solving

- Brainstorming and ideation techniques.
- Creating the right environment for creative thinking.
- Lateral thinking and breakthrough strategies.
- Applying the Six Thinking Hats method.
- Challenging assumptions and reframing problems.
- Overcoming mental blocks and fixed thinking patterns.
- Workshop: Generating innovative solutions for a business challenge.

Day 3: Decision-Making Models

- Rational decision-making process.
- Structuring options and evaluating alternatives.
- Cost-benefit analysis and risk assessment.
- Decision trees and scenario-based evaluation.
- Multi-criteria decision making.
- Group decision-making techniques and consensus building.
- Practical exercise: Applying decision models to a high-stakes business decision.

Day 4: Implementing Decisions

- Turning decisions into practical action plans.
- Resource allocation and responsibility assignment.
- Stakeholder analysis and communication.
- Managing resistance and securing support.
- Monitoring and evaluating decision outcomes.
- Adapting decisions when circumstances change.
- Workshop: Building an implementation and monitoring plan.



Day 5: Advanced Topics

- Cognitive biases and common decision-making traps.
- Strategies to reduce bias and improve judgment.
- Ethical considerations in problem solving and decision making.
- Decision making under uncertainty and pressure.
- Learning from decisions, outcomes, and mistakes.
- Continuous improvement and team problem-solving culture.
- Final activity: Creating a practical decision-making and problem-solving toolkit.

Individual Impact

- Strengthen your ability to analyze complex challenges systematically.
- Improve confidence in making high-stakes decisions.
- Build stronger critical thinking and creative problem-solving skills.
- Develop better judgment by recognizing assumptions and cognitive biases.
- Improve your ability to evaluate options using structured decision tools.
- Gain practical techniques for implementing and monitoring decisions effectively.

Work Impact

- Improve the quality and consistency of organizational decision-making.
- Reduce repeated problems by addressing root causes.
- Encourage innovation through structured creative thinking.
- Strengthen collaboration in group problem-solving and decision processes.
- Improve execution by connecting decisions with action plans and accountability.
- Foster a culture of effective problem solving, learning, and continuous improvement.

Training Methodology

This program uses a practical, interactive, and application-focused approach to help participants solve real business challenges with greater confidence. Learning methods include:

- Interactive discussions and guided facilitation.
- Business case studies and complex problem scenarios.
- Root cause analysis and diagnostic exercises.
- Creative thinking and ideation workshops.
- Decision model practice using real-world examples.
- Group decision-making and consensus-building simulations.
- Action planning and implementation exercises.
- Peer feedback, facilitator coaching, and practical toolkit development.



Beyond the Course

Upon completion, participants will be equipped to approach complex problems and decisions with greater structure, creativity, and confidence. They will return ready to:

- Tackle organizational challenges systematically.
- Generate innovative solutions using creative thinking techniques.
- Make informed decisions using structured models and risk analysis.
- Reduce the impact of cognitive biases and decision traps.
- Implement decisions effectively and monitor outcomes.
- Promote a stronger problem-solving culture within their teams and organizations.

