



*Training Course:  
Navigating the Fog: Mastering Problem-Solving  
in Uncertain Situations*

*18 - 22 August 2025  
Milan (Italy)*

## Training Course: Navigating the Fog: Mastering Problem-Solving in Uncertain Situations

Training Course code: LS235365 From: 18 - 22 August 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

### Introduction:

Unclear situations require unique problem-solving approaches. This program equips you with the tools and frameworks to analyze ambiguous problems, gather essential information, and develop effective solutions even when the path forward is unclear. Learn to think critically, adapt on the fly, and leverage data to make informed decisions.

### Target Audience:

This program is designed for individuals who want to:

- Sharpen their critical thinking skills for analyzing ambiguous problems.
- Develop strategies for gathering relevant information in uncertain situations.
- Utilize data analysis techniques to inform decision-making in the face of ambiguity.
- Adapt problem-solving approaches based on changing circumstances.
- Communicate solutions effectively and build consensus in uncertain environments.

### Objectives:

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

- Define various types of ambiguous problems and their characteristics.
- Apply critical thinking frameworks to analyze complex and uncertain situations.
- Identify key questions to ask and develop effective information gathering strategies.
- Utilize data analysis techniques to identify trends and patterns within ambiguous data sets.
- Develop and evaluate potential solutions for ambiguous problems using data-driven insights.

### Outlines:

Day 1:

The Anatomy of Ambiguous Problems

- Defining characteristics of ambiguous problems and their difference from well-defined problems.
- Case studies: Examining different types of ambiguous problems encountered in various industries.
- Identifying personal challenges and biases when dealing with ambiguity.
- Developing a structured approach for analyzing ambiguous problems.

#### Day 2:

##### Critical Thinking in the Face of Uncertainty

- Sharpening critical thinking skills for effective problem analysis.
- Identifying key assumptions and potential biases in ambiguous situations.
- Techniques for breaking down complex problems into manageable components.
- Developing a questioning framework to gather relevant information.
- Interactive exercises: Practicing critical thinking techniques on ambiguous case studies.

#### Day 3:

##### Information Gathering Strategies

- Strategies for identifying and accessing relevant information in uncertain situations.
- The importance of conducting research and gathering diverse perspectives.
- Developing effective questioning techniques to elicit valuable insights.
- Understanding the limitations of data and the role of intuition.
- Group discussions: Brainstorming information gathering strategies for different scenarios.

#### Day 4:

##### Data Analysis for Ambiguous Situations

- Understanding the role of data analysis in informing decision-making amidst ambiguity.
- Data analysis techniques for identifying trends and patterns in uncertain data sets.
- Strategies for evaluating the reliability and validity of data sources.
- Visualizing data to communicate insights effectively to stakeholders.
- Interactive exercises: Applying data analysis techniques to real-world ambiguous problems.

Day 5:

#### Developing and Evaluating Solutions

- Strategies for brainstorming and creatively developing solutions for ambiguous problems.
- Utilizing data-driven insights and expert opinions to refine potential solutions.
- Techniques for evaluating the feasibility, effectiveness, and risk of potential solutions.
- Prioritization frameworks for selecting the best solution under uncertain circumstances.
- Action planning: Developing a plan to implement a solution for an ambiguous challenge you are facing.

## Registration form on the Training Course: Navigating the Fog: Mastering Problem-Solving in Uncertain Situations

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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