



*Training Course:
Problem Solving & Decision-Making Best
Practices*

*14 - 18 September 2026
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Problem Solving & Decision-Making Best Practices

Training Course code: MA234586 From: 14 - 18 September 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In today's complex and fast-paced work environment, professionals are constantly required to make decisions and solve problems that range from routine to highly complex. This program, developed by [Global Horizon Training Center](#), equips participants with structured approaches to problem-solving, critical thinking, and decision-making.

The course integrates logical, analytical, and creative thinking techniques, enabling participants to diagnose problems accurately, evaluate alternatives, and make sound decisions. Through practical tools and real-world applications, participants will enhance their ability to address challenges effectively and confidently in both professional and personal contexts.

Course Objectives

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

- Build and enhance decision-making, critical thinking, and problem-solving skills
- Apply logical and creative approaches to solving complex problems
- Identify root causes using structured analytical tools
- Generate innovative solutions through creative thinking techniques
- Evaluate options and make effective, well-informed decisions
- Apply problem-solving frameworks to real workplace challenges
- Strengthen strategic thinking and decision-making capabilities
- Enhance credibility and confidence in decision-making

Target Audience

This program is designed for:

- Business Professionals seeking to enhance critical thinking skills
- Managers, Supervisors, and Team Leaders
- Administrators and Decision-Makers
- Professionals involved in problem-solving and operational planning
- Individuals aiming to improve analytical and creative thinking abilities

Outline

Day 1: Foundations of Problem Solving and Decision Making

- Definition of Problems and Problem-Solving Concepts
- Understanding Decision Making and Its Importance
- Introduction to Creative Problem Solving
- The "Helicopter View" Approach
- Problem Diagnosis and Identification
- Distinguishing Between Causes and Symptoms
- Problem Deviation Analysis
- Making the Right Decisions at the Right Time

Day 2: Rational Approaches to Problem Solving Kepner & Tregoe

- Defining and Structuring Problems Clearly
- Writing Effective Problem Statements
- Techniques for Recognizing and Framing Problems
- Key Questions for Problem Clarification
- Introduction to the Rational Decision-Making Process
- Kepner & Tregoe Methodology in Practice

Day 3: Problem Analysis Tools

- Root Cause Analysis Techniques
- The Five Whys Method
- Cause and Effect Fishbone Diagrams
- Pareto Analysis 80/20 Rule
- Integrating Analytical and Creative Problem-Solving Approaches
- Applying Tools to Real Workplace Scenarios

Day 4: Decision Making Tools and Techniques

- Principles of Effective Decision Making
- Why-Why and How-How Analysis
- The How-How Method for Solution Development
- Decision Analysis Worksheets
- Evaluating Alternatives Using Kepner & Tregoe
- Decision-Making Matrix and Prioritization Tools
- Consensus Building and Group Decision Making

Day 5: Creativity and Advanced Thinking Techniques

- Importance of Thinking Skills in Problem Solving
- Understanding Brain Function and Thinking Styles
- Critical Thinking vs. Lateral Thinking
- Overcoming Mental Blocks to Creativity
- Brainstorming Techniques
- The Six Thinking Hats Framework
- Applying Creativity to Complex Problem Solving

Registration form on the Training Course: Problem Solving & Decision-Making Best Practices

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

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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