



*Training Course:
Advanced Problem Solving & Decision Making*

*4 - 8 January 2027
Milan (Italy)*

Training Course: Advanced Problem Solving & Decision Making

Training Course code: PS1051 From: 4 - 8 January 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

Why do some people find problem-solving an exciting challenge, where others find it stressful? How do some managers make quick and productive decisions while others put off crucial decisions 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 of people work through a tried and tested methodology in order to improve their effectiveness and efficiency in finding solutions and route maps to get things done.

These skills can be learned and this five-day program investigates in detail how you can be a proactive team player in both problem solving and decision making. This highly interactive and fun course takes a step by step journey through the pathways of moving your organization from identifying the route of the problem, creating solutions and turning them into workable decisions.

Course Objectives

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

- Understand the psychology behind effective problem solving and decision making.
- Apply structured and practical methodologies to identify, analyze, and solve problems efficiently.
- Differentiate between creative divergent and analytical convergent thinking and use both effectively.
- Utilize proven tools and techniques such as ZIGZAG, IDEAL, and SCAMPER in real workplace situations.
- Enhance their ability to make timely, confident, and well-informed decisions.
- Recognize and overcome mental blocks, assumptions, and barriers that hinder effective decision making.
- Encourage innovation and creative thinking within teams and organizational settings.
- Improve collaboration and communication during group problem-solving processes.
- Develop leadership capabilities to guide teams through structured decision-making processes.
- Create practical action plans to apply problem-solving and decision-making skills in the workplace.

Target Audience

This program is designed for:

- Managers, supervisors, and team leaders responsible for making operational and strategic decisions.
- Professionals involved in planning, analysis, and continuous improvement activities.
- Project managers and coordinators who need to solve complex problems and make timely decisions.
- Team members working in cross-functional environments requiring structured problem-solving skills.
- Business analysts and professionals involved in evaluating options, risks, and alternatives.
- HR, operations, and quality professionals responsible for process improvement and efficiency.
- Individuals seeking to strengthen their analytical thinking, creativity, and decision-making capabilities in the workplace.

Course Outlines

Day 1: The Psychology of Problem Solving and Decision Making

- Group problem solving exercise
- Introduction: Why study 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

Day 2: Developing Decision Making Skills

- Using your left brain & right brain to make decisions
- Split-brain theory for developing effective problem solving skills
- Developing 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

Day 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

Day 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
- Evaluating new ideas
- Creative leadership during problem solving and decision making sessions

Day 5: Effective Leadership and the Dynamic Problem Solving Team

- Ensuring alignment with a 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

Registration form on the Training Course: Advanced Problem Solving & Decision Making

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

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