



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

*7 - 11 June 2027  
Milan (Italy)*

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

Training Course code: MA234586 From: 7 - 11 June 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € 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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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