



CREATIVE PROBLEM SOLVING AND DECISION MAKING



COURSE OVERVIEW

This practical and engaging five-day course is designed to equip professionals with the essential tools and techniques to tackle complex challenges, generate innovative solutions, and make sound, timely decisions. Participants will learn how to define problems clearly, think creatively and analytically, evaluate options using structured methods, and implement solutions effectively. Through real-life case studies, group exercises, and interactive discussions, attendees will strengthen their critical thinking, creativity, and decision-making confidence in both individual and team settings.

DATES, VENUES AND FEES



16 – 20 November 2025 - Dubai
(5 Days)

Fees

US\$ 4500

Note: Fee is per participant + 5% VAT (if applicable).
Groups from the same company can enjoy a **discounted** price.

WHO SHOULD ATTEND?

This course is appropriate for a wide range of professionals but not limited to:

- Managers, team leaders, and supervisors
- Project managers and coordinators
- Business analysts and planners
- Professionals involved in problem-solving and strategic decision-making
- Anyone who wants to improve their creativity, critical thinking, and decision-making skills

CONTACT US NOW

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ACCREDITATION



This training course is certified by CPD.

The CPD Certification Service is the leading independent CPD accreditation institution operating across industry sectors to complement the Continuing Professional Development policies of professional institutes and academic bodies. The CPD Certification Service provides support, advice, and recognised independent CPD accreditation compatible with global CPD principles. CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. CPD Units are only awarded to programmes after each programme is scrutinised to ensure integrity and quality according to CPD standards and benchmarks.

COURSE CERTIFICATE

MSTC certificate will be issued to all attendees completing a minimum of 80% of the total tuition hours of the course.

CPD internationally recognized certificate will be issued for all participants who will meet the course requirements. CPD certificates will be issued within a month of the successful completion of the course.

TRAINING METHODOLOGY

- Expert-led sessions with dynamic visual aids
- Comprehensive course manual to support practical application and reinforcement
- Interactive discussions addressing participants' real-world projects and challenges
- Insightful case studies and proven best practices to enhance learning

LEARNING OBJECTIVES

By the end of this course, participants should be able to:

- Define and diagnose complex problems using structured problem-solving techniques.
- Generate creative and innovative solutions through brainstorming and lateral thinking methods.
- Evaluate and compare alternative solutions using decision-making frameworks and tools.
- Recognize and mitigate decision-making biases and risks.
- Apply effective decision-making strategies in team and organizational contexts.
- Communicate decisions clearly and gain support for implementation.

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COURSE OUTLINE

DAY 1

Understanding Problems and Challenges

- Pre test
- Types of problems: simple, complex, and wicked
- The problem-solving process
- Root cause analysis techniques (5 Whys, Fishbone Diagram)
- Problem definition and framing
- Workshop
- Group exercise

DAY 2

Creative Thinking and Idea Generation

- Principles of creative thinking
- Divergent vs. convergent thinking
- Brainstorming, SCAMPER, mind mapping
- Removing mental blocks and encouraging innovation
- Group exercise

DAY 3

Analytical Tools for Decision Making

- Decision-making models: Rational, intuitive, and collaborative
- Decision Matrix, Cost-Benefit Analysis, SWOT
- Risk and uncertainty in decision making
- Using data in decisions
- Group exercise
- Case study

DAY 4

Overcoming Biases and Group Decision-Making

- Common decision-making biases (confirmation, anchoring, groupthink, etc.)
- Techniques to avoid or reduce biases
- Team decision-making dynamics
- Consensus building and conflict resolution
- Bias identification and role-play
- Exercise: Team decision-making under pressure

DAY 5

Decision Implementation and Communication

- Action planning and implementation steps
- Communicating decisions to stakeholders
- Monitoring outcomes and learning from results
- Creating a culture of effective decision-making
- Final group presentation
- Development of personal action plans and key takeaways
- Post test

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