informatech

INTERPERSONAL SKILLS AND SELF DEVELOPMENT | COURSE

Creative Problem Solving and Decision Making

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Course content

Why Attend

We are constantly faced with problems that require us to make decisions that are mostly reached without a complex decision-making process: are we hungry? We decide to eat. But some problems are more complex, such as prioritizing or determining why a process fails and what to do. These issues require a rational approach to resolving them. Sometimes, things get more complicated, or our decisions can significantly affect our lives, jobs, or those around us. Other times the problem is so unusual that it challenges rational and critical thinking; here lies the importance of objectively analyzing to formulate a decision, and here is when creative problem-solving and decision-making become invaluable tools.

This course covers the most important creative problem-solving and decision-making approaches. By understanding the mechanisms of thinking and providing the relevant methods and tools practiced during the sessions, participants will become more confident in solving problems and making decisions at work or in life, from simpler situations to more difficult or complex ones.

The course uses interactive techniques, such as brief presentations by the consultant and the participants, role plays (rehearsed and impromptu), Video clips with detailed debriefs, and individual and group feedback.

By the end of the course, participants will be able to:

• Build and expand decision making, critical thinking, and creative problem solving skills

• Apply rational approaches to solving problems and making decisions

• Utilize traditional and creative techniques for identifying causes and generating solutions

• Practice essential tools for proper decision making

• Employ creativity and lateral thinking as business tools

Managers, supervisors, and administrators who will benefit from better problem-solving and decision-making, and business professionals who want to take their critical thinking to the next level by using their experience and intuition to make the right moves and decisions,

• Attention to details

• Decision making

• Creative thinking

Course content

Why Attend

- Practical and proactive thinking
- Situation analysis
- Problem-solving ability and anticipating potential problems

Course outline

Problem-solving and Decision-making

- Definition of problem, problem-solving, and decision-making
- The relationship between creative problem-solving and decision-making
- The helicopter view
- The six-step method in problem-solving
- Team problem solving
- The link between causes and symptoms

The Rational Approach to Problem-solving (Kepner & Tregoe)

- Defining the problem
- Writing a problem statement
- Techniques for recognizing problems
- Six critical questions to clear out
- The rational approach
- Kepner & Tregoe's approach to problem-solving

Problem Analysis Supplementary Tools

- Root cause analysis

Course content

Course outline

- Corrective actions
- The five-why process
- The cause and effect diagram
- Pareto analysis

Decision-making Supplementary Tools

- Effective decision-making
- The How-How method
- The decision analysis worksheet
- Approaches to team decision-making

Creativity and Problem-solving

- Uses of creativity as a business tool
- Lateral thinking
- Mental blocks to creative thinking and ways to overcome them
- Brainstorming
- The six thinking hats

Seminar dates

Available seminar dates

Live dates and pricing for Creative Problem Solving and Decision Making generated from the course details page.

Date	Location	Format	Fee
20 - 24 July 2026	Rome - Italy	Classroom	**€4,250.-**
3 - 7 August 2026	Istanbul - Turkey	Classroom	**€2,850.-**
7 - 11 September 2026	Vienna - Austria	Classroom	**€4,250.-**
12 - 16 October 2026	Barcelona - Spain	Classroom	**€3,850.-**
9 - 13 November 2026	Rome - Italy	Classroom	**€4,250.-**
14 - 18 December 2026	Munich - Germany	Classroom	**€3,450.-**

Live online option	Online delivery is available at €1,850.-.