

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Performance

Course Name:
Problem Solving and
Decision Making:
*Think critically – Act
Decisively*



COURSE DURATION: 2 Days

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

This course is essential for anyone seeking to enhance their ability to tackle complex challenges effectively in personal and professional settings. Participants will learn to identify and analyse problems accurately, apply creative and strategic thinking for innovative solutions, and make informed decisions confidently.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

COURSE OBJECTIVES

This practical **two-day course** will empower participants with practical tools and techniques, such as decision-making frameworks and critical thinking strategies, fostering improved judgment and decisive action.

COURSE OUTLINE

Module 1: Introduction to critical thinking

Understanding critical thinking

- Definitions and importance
- Characteristics of critical thinkers

Barriers to critical thinking

- Cognitive biases
- Emotional influences
- Social pressure and conformity

Module 2: Identify and analyse the problem

Identify the problem

- Distinguishing symptoms from root causes
- Tools for problem identification (e.g., 5 Whys, Fishbone Diagram)

Analyse the problem

- Gather and analyse data
- Break down complex problems

Module 3: Creative problem-solving strategies

Creative thinking in problem solving

- Brainstorming techniques
- Lateral thinking / thinking outside the box

Develop and evaluate solutions

- Criteria for evaluating solutions
- Risk analysis and contingency planning

Module 4: Decision-making techniques

Approaches to decision making

- Rational vs. intuitive decision making
- Group decision making and consensus building

Decision making tools and techniques

- Decision Matrix
- SWOT Analysis
- Cost-Benefit Analysis

Module 5: Implementing decisions and action plans

From decision to action

- Develop your action plans
- Set goals and deadlines

Monitor and adjust

- Feedback loops and performance metrics
- Deal with Unexpected Challenges

Module 6: Reflective practice and continuous improvement

The role of reflection in problem solving

- Reflective practice techniques

Cultivate a culture of continuous improvement

- Learn from success and failure
- Encourage openness to change