

Problem Solving & Decision Making ©

Tools to deconstruct complex challenges, eliminate cognitive bias, and implement high-impact solutions through structured analytical frameworks.



Have you ever seen critical business initiatives stall or derail because teams jump straight to superficial solutions without finding the root cause of a problem? When pressure mounts, reliance on gut feeling and hidden cognitive biases often leads to poor decision-making, resulting in recurring operational bottlenecks and drained team trust.

Problem Solving & Decision Making©© equips participants with systematic, logical frameworks to analyze complex issues and execute objective decisions. This highly practical course shifts teams away from reactive firefighting toward proactive, data-driven outcomes, establishing a shared methodology for strategic execution

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• Who is it for?

- Managers and team leaders
- Specialists and individual contributors
- Cross-functional teams working in fast-paced, high-pressure delivery environments
- Professionals who need to resolve systemic operational issues, evaluate risk trade-offs, and implement decisive, logical action plans under pressure.

• What will you learn?

How to...

- isolate and define complex problems using structured root-cause analysis models
- bypass common psychological traps, groupthink, and cognitive biases that cloud objective data evaluation.
- generate and prioritize innovative solutions using weighted matrix tools to balance cost, effort, and risk.
- build a resilient decision-making framework that clearly defines individual accountability and scales across cross-functional systems.

• What to expect?

- Practical exploration of root-cause diagnostic toolkits, moving from symptom recognition to systematic problem mapping.
- Interactive team simulations designed to stress-test your decision-making agility under tight time and data constraints.
- Hands-on application of decision-matrix models to weigh opposing stakeholder interests and calculate risk variables.
- A structured action-planning workshop to translate analytical insights into clear,

• How is it delivered?

FORMAT

In-class or online

DURATION

1.5 days / 9 hours

COHORT

Groups of up to 12 participants