

## CRITICAL THINKING, PROBLEM SOLVING & DECISION MAKING

*“Sharpening Analytical Skills to Navigate Complexity, Solve Problems Effectively, and Make Confident Decisions”*

### Schedule

Date	Venue	Fees (Face-to-Face)
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1,995 per delegate
29 - 30 Jul 2026	Muscat, Oman	USD 1,995 per delegate
04 - 05 Aug 2026	Manama, Bahrain	USD 1,995 per delegate
29 - 30 Oct 2026	Dubai, UAE	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

In today’s fast-moving and data-driven environment, professionals must be equipped with strong critical thinking and decision-making abilities to tackle ambiguity, evaluate options, and implement effective solutions. Whether you’re leading a team, managing a project, or driving innovation, the ability to assess situations logically and make sound judgments is essential.

This practical two-day training empowers participants with structured tools to analyze problems, generate solutions, and make informed decisions. The course blends analytical thinking frameworks, real-world scenarios, and interactive exercises to build high-impact thinking skills for leadership and operational success.

### Objectives

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

- Apply structured thinking models to assess and solve problems effectively
- Identify cognitive biases and improve judgment under pressure
- Develop actionable decision criteria and analyze alternatives
- Facilitate collaborative problem-solving with teams
- Strengthen logical reasoning and argument evaluation

## Why Attend

- Develop a critical mindset for identifying root causes and avoiding knee-jerk solutions
- Enhance decision-making in complex, high-stakes, or uncertain environments
- Gain practical techniques for evaluating information and alternatives
- Improve communication and consensus-building during group decisions
- Build confidence in tackling ambiguous challenges and driving results

## Target Audience

This program is designed for:

- Professionals, supervisors, and team leaders
- Project managers, analysts, and problem-solvers
- Department heads and middle managers
- Strategic planners and decision-makers
- Anyone seeking to improve analytical thinking and decision quality

## Individual Benefits

Key competencies that will be developed include:

- Structured thinking and logical analysis
- Root cause identification and problem prioritization
- Bias recognition and risk-aware judgment
- Collaborative decision-making and facilitation
- Clear, confident, and evidence-based reasoning

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Better problem-solving and reduced rework or missteps
- More strategic and aligned decision-making across functions
- Improved innovation, planning, and operational resilience
- Greater transparency and defensibility in complex decisions
- A more capable and independent-thinking workforce

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Introduction to critical thinking and decision frameworks
- Case Studies - Real-world applications from multiple industries
- Workshops - Interactive exercises, decision simulations, and group problem-solving
- Peer Exchange - Discussions on individual and team challenges in thinking clearly
- Tools - Templates for root cause analysis, decision matrices, and risk analysis

## Course Outline

### DETAILED 2-DAY COURSE OUTLINE

**Training Hours:** 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

#### Day 1: Foundations of Critical Thinking and Problem Analysis

- Module 1: Introduction to Critical Thinking (07:30 – 09:30) • Characteristics of effective thinkers • Distinguishing facts from assumptions • Logic, reasoning, and evaluating evidence
- Module 2: Problem Identification and Root Cause Analysis (09:45 – 11:15) • Defining the real problem, not just symptoms • Using the 5 Whys and Fishbone diagrams • Prioritizing problems with impact and urgency
- Module 3: Analytical Tools and Techniques (11:30 – 01:00) • SWOT, Pareto Analysis, and Cause-Effect mapping • Recognizing biases and mental shortcuts • Framing problems for better solution generation
- Module 4: Workshop – Case-Based Root Cause Exercise (02:00 – 03:30) • Participants apply tools to analyze a real or simulated issue

#### Day 2: Decision-Making Strategies and Action Planning

- Module 1: Structured Decision-Making Models (07:30 – 09:30) • Decision trees, force field analysis, and decision matrices • Setting objective criteria and weighting alternatives • Making decisions under uncertainty
- Module 2: Group Decision-Making and Consensus Building (09:45 – 11:15) • Leading team-based decisions • Avoiding groupthink and improving discussion quality • Facilitating open and productive dialogue
- Module 3: Risk and Consequence Evaluation (11:30 – 01:00) • Anticipating unintended outcomes • Assessing risk tolerance and mitigation plans • Applying a risk-benefit lens to options
- Module 4: Final Workshop – Decision Simulation and 60-Day Action Plan (02:00 – 03:30) • Teams solve a simulated scenario • Develop a personal or workplace decision plan • Group feedback and wrap-up

## Certification

Participants will receive a Certificate of Completion in Critical Thinking, Problem Solving & Decision Making, confirming their ability to analyze complex issues, make sound decisions, and lead others through challenging problem-solving efforts.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

### In-House / Customized Training

Interested in running this course for your team?

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TEL:

**+601116373203**

EMAIL:

**info@mawaevents.net**

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