MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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EFFECTIVE DECISION MAKING AND PROBLEM SOLVING

""Empowering Leaders with Tools for Effective Decisions and Problem Resolution""

Schedule

Date	Venue	Fees (Face-to-Face)
25 – 29 May 2026	Barcelona, Spain	USD 3495 per delegate

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

Introduction

Effective decision-making and problem-solving are essential skills for leaders at all levels of an organization. This 5-day course is designed to help professionals enhance their ability to make sound, data-driven decisions and solve complex problems in a timely and efficient manner.

Through a blend of theoretical knowledge, real-world examples, and hands-on exercises, participants will develop critical thinking skills, learn how to analyze problems from different perspectives, and apply structured decision-making frameworks. By the end of the course, participants will be equipped with the tools and strategies to tackle challenges, improve organizational performance, and foster innovation.

Objectives

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

- Understand the principles of effective decision-making and problem-solving.
- Apply decision-making models and techniques to real-world business challenges.
- Analyze problems systematically and identify root causes.
- Utilize creative thinking and innovation in problem-solving.
- Evaluate the outcomes of decisions and learn from them for continuous improvement.
- Build a culture of proactive decision-making and problem-solving within their teams or organizations.

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Why Attend

- Enhance your ability to make informed, effective decisions that drive business success.
- Learn how to approach complex problems and challenges systematically.
- Develop skills to evaluate different decision-making options and predict their outcomes.
- Improve your confidence in handling high-stakes decisions under pressure.
- Strengthen your leadership skills by learning how to make decisions that align with organizational goals.
- Foster a culture of problem-solving and innovation within your team or department.

Target Audience

This program is designed for:

- Senior executives, managers, and team leaders who need to make critical decisions daily
- Professionals seeking to enhance their decision-making and problem-solving abilities
- Individuals in charge of leading or managing projects that require creative solutions
- Anyone looking to develop a structured approach to decision-making and problem-solving

Individual Benefits

Key competencies that will be developed include:

- Advanced decision-making techniques for evaluating complex situations.
- Proficiency in problem-solving tools and methodologies.
- Ability to think creatively and strategically when facing challenges.
- Enhanced critical thinking and analytical skills to assess various outcomes.
- Increased confidence in making high-impact decisions in fast-paced environments.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved decision-making processes that align with business goals and strategies.
- Greater ability to identify and address problems before they impact the organization.
- A proactive, solution-focused mindset that drives organizational performance.
- Enhanced collaboration and communication around decision-making across teams.
- A culture of continuous improvement and innovation that fosters business growth.

Instructional Methodology

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

- Strategy Briefings – In-depth discussions on decision-making and problem-solving models and techniques.
- Case Studies – Real-world business cases for participants to apply decision-making and problem-solving frameworks.
- Workshops – Interactive problem-solving exercises designed to strengthen analytical and creative thinking.
- Peer Exchange – Group discussions and collaboration to share insights and best practices.
- Tools – Practical decision-making tools and frameworks for immediate application in the workplace.

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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: Introduction to Decision Making and Problem Solving

- Module 1: The Decision-Making Process (07:30 – 09:30)
- Key principles of decision making
- Decision-making frameworks and models
- Types of decisions: strategic, operational, and tactical
- Module 2: Problem Solving and Analytical Thinking (09:45 – 11:15)
- Identifying and analyzing problems
- Problem-solving techniques and tools (e.g., Fishbone diagram, 5 Whys)
- Root cause analysis and finding the underlying issue
- Module 3: Critical Thinking and Cognitive Bias (11:30 – 01:00)
- The role of critical thinking in decision making
- Recognizing and overcoming cognitive biases
- Tools for developing a critical mindset in decision-making

Day 2: Advanced Decision-Making Techniques

- Module 1: Decision-Making Models and Tools (07:30 – 09:30)
- Rational decision-making model vs. intuitive decision making
- Decision trees and cost-benefit analysis
- Multi-criteria decision analysis (MCDA)
- Module 2: Risk Management in Decision Making (09:45 – 11:15)
- Understanding and assessing risk in decision-making
- Techniques for mitigating decision-making risks
- Evaluating uncertainties and making informed decisions
- Module 3: Strategic Decision Making (11:30 – 01:00)
- Decision making in the context of organizational strategy
- Aligning decisions with long-term business goals
- Balancing short-term and long-term outcomes

Day 3: Creative Problem Solving and Innovation

- Module 1: Creative Thinking Techniques (07:30 – 09:30)
- Methods for stimulating creativity in problem-solving
- Brainstorming, lateral thinking, and mind mapping
- Overcoming mental blocks and fostering innovative solutions
- Module 2: Implementing Innovative Solutions (09:45 – 11:15)
- Turning creative ideas into actionable solutions
- Testing and refining innovative ideas
- Building an innovation pipeline within the organization
- Module 3: Overcoming Organizational Barriers to Innovation (11:30 – 01:00)
- Identifying and addressing organizational challenges to innovation
- Creating an environment that encourages creative problem solving
- Best practices for managing innovation in teams

Day 4: Decision-Making in High-Pressure Situations

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Module 1: Making Quick Decisions in a Crisis (07:30 – 09:30)

- Decision-making techniques under pressure
- Leading in a crisis: maintaining clarity and focus
- Managing emotions and uncertainty in decision-making
- Module 2: Group Decision Making and Consensus Building (09:45 – 11:15)
- Decision-making in teams: advantages and challenges
- Techniques for building consensus in a group setting
- Leading group decision-making processes effectively
- Module 3: Ethics and Values in Decision Making (11:30 – 01:00)
- Understanding ethical dilemmas in decision-making
- Aligning personal and organizational values with decisions
- Ensuring fairness, transparency, and accountability in decisions

Day 5: Implementation and Review

- Module 1: Evaluating the Impact of Decisions (07:30 – 09:30)
- Metrics and KPIs for evaluating decision outcomes
- Learning from successes and failures in decision making
- Continuous improvement through decision-making reviews
- Module 2: Problem Solving in Complex and Ambiguous Situations (09:45 – 11:15)
- Approaches for tackling ambiguous problems with no clear solution
- Decision-making in complex and dynamic environments
- Leveraging systems thinking in problem-solving
- Module 3: Final Review and Action Plan (11:30 – 01:00)
- Recap of key concepts and techniques from the course
- Developing a personal action plan for applying course learnings
- Preparing for long-term success in decision making and problem solving

Certification

Upon completing the training course, participants will receive a Certificate of Completion in Effective Decision Making and Problem Solving, recognizing their ability to make strategic decisions, solve complex problems, and lead teams toward successful outcomes.

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? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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