MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

PROBLEM SOLVING & DECISION MAKING

"Empower Yourself to Tackle Complex Challenges with Confidence and Clarity."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

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

Introduction

In today's fast-paced and high-stakes environment, the ability to solve problems effectively and make informed decisions is vital for organizational success. This dynamic 5-day training course develops participants' critical thinking, root cause analysis, creative thinking, and decision-making abilities. It combines proven frameworks with hands-on exercises, enabling professionals to identify problems, evaluate options, manage risk, and implement solutions confidently and collaboratively.

Objectives

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

- Understand structured problem-solving methodologies (e.g., PDCA, DMAIC, Kepner-Tregoe)
- Use analytical tools like root cause analysis, fishbone diagrams, and Pareto charts
- Evaluate decision-making models (e.g., rational, intuitive, and group decision-making)
- Apply techniques to prioritize issues and solutions effectively
- Make sound, ethical, and evidence-based decisions under pressure

MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

Whether you\'re dealing with strategic decisions or operational problems, this course will boost your confidence, sharpen your judgment, and equip you with techniques that reduce risk and increase success.

Target Audience

- Team Leaders, Supervisors, and Managers
- Project Managers and Engineers
- Operational and Quality Professionals
- Strategy and Planning Professionals
- Anyone involved in process improvement and decision-making

Individual Benefits

- Sharpen your analytical and logical thinking skills
- Gain confidence in addressing complex challenges
- Make faster and better decisions with less stress
- Improve team collaboration and influence outcomes

Organizational Benefits

- Improve business processes and reduce costly errors
- Build a culture of accountability and continuous improvement
- Increase operational efficiency and innovation
- Enable faster, data-driven decision-making at all levels

Instructional Methodology

- Case studies and real-life decision scenarios
- Problem-solving simulations and role-play
- Interactive group problem-solving workshops
- Brainstorming and mind-mapping sessions
- Templates, tools, and personal decision-making toolkits

MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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 Problem Solving & Decision Making

- Module 1: Types of Problems and Decisions in the Workplace (07:30 – 09:30)
- Module 2: Structured Thinking vs. Reactive Thinking (09:45 – 11:15)
- Module 3: Defining the Problem: Root Cause vs. Symptoms (11:30 – 01:00)
- Module 4: PDCA, DMAIC, and the Problem-Solving Cycle (02:00 – 03:30)

Day 2: Analytical Tools and Root Cause Analysis

- Module 1: Problem Mapping Techniques (07:30 – 09:30)
- Module 2: Root Cause Analysis (Fishbone/Ishikawa, 5 Whys, Pareto) (09:45 – 11:15)
- Module 3: Risk Assessment & Failure Mode and Effects Analysis (FMEA) (11:30 – 01:00)
- Module 4: Hands-on Group Case Study: Diagnosing a Complex Issue (02:00 – 03:30)

Day 3: Generating and Evaluating Solutions

- Module 1: Brainstorming & Divergent Thinking Techniques (07:30 – 09:30)
- Module 2: Decision Criteria and Prioritization Matrices (09:45 – 11:15)
- Module 3: Cost-Benefit, Impact, and Feasibility Analysis (11:30 – 01:00)
- Module 4: Creative Problem Solving & Lateral Thinking (02:00 – 03:30)

Day 4: Decision Making in Practice

- Module 1: Decision-Making Models (Rational, Intuitive, Group, Consensus) (07:30 – 09:30)
- Module 2: Risk, Bias, and Ethical Decision Making (09:45 – 11:15)
- Module 3: Scenario Planning and Contingency Thinking (11:30 – 01:00)
- Module 4: Simulation: Making a Time-Sensitive Decision (02:00 – 03:30)

Day 5: Implementation & Problem Solving in Teams

- Module 1: Communicating Decisions & Gaining Buy-In (07:30 – 09:30)
- Module 2: Monitoring Results and Lessons Learned (09:45 – 11:15)
- Module 3: Leading Problem Solving in Teams (11:30 – 01:00)
- Module 4: Course Review, Final Simulation & Certification Exam (02:00 – 03:30)

Certification

Participants who complete the full course and final assessments will be awarded a Certificate in Problem Solving & Decision Making. This certifies their proficiency in using structured tools and frameworks to address complex issues and lead impactful decisions.

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.

MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.