

PROBLEM SOLVING & DECISION MAKING

"Practical Tools for Smarter Thinking, Better Choices & Stronger Results"

Schedule

Date	Venue	Fees (Face-to-Face)
15 - 16 Jul 2026	Muscat, Oman	USD 1995 per delegate

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

Introduction

In today's fast-moving business environment, the ability to think critically, solve problems efficiently, and make sound decisions under pressure is essential. This 2-day intensive course is designed to equip professionals with practical, structured approaches to solving complex problems and making effective decisions.

Through interactive workshops and real-world simulations, participants will explore powerful tools such as root cause analysis, creative brainstorming, risk analysis, and decision matrices. The course will empower individuals to overcome uncertainty, drive innovation, and lead with confidence.

Objectives

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

- Identify and analyze root causes of problems rather than just symptoms
- Apply structured problem-solving and decision-making frameworks
- Generate creative and practical solutions using brainstorming tools
- Evaluate options using criteria-based decision techniques
- Make confident, data-driven decisions while managing risks
- Communicate decisions effectively across teams and departments

Why Attend

- Gain structured approaches to tackle daily and strategic problems
- Increase your effectiveness and confidence in high-stakes decisions
- Master tools like Pareto Analysis, Fishbone Diagrams, and Decision Trees
- Learn how to apply logic and intuition in complex environments
- Boost your team's collaboration and critical thinking capacity

Target Audience

This program is designed for:

- Team leaders, supervisors, and middle managers
- Project managers and coordinators
- Department heads and senior professionals
- Business analysts and process improvement specialists
- Anyone responsible for problem resolution and operational decisions

Individual Benefits

Key competencies that will be developed include:

- Critical thinking and logical analysis
- Strategic and tactical decision-making
- Creativity in problem-solving
- Risk evaluation and priority setting
- Personal confidence and team influence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved decision quality and speed at all levels
- Reduced recurrence of operational problems
- Enhanced collaboration and innovation
- Stronger accountability and ownership of solutions
- Data-driven culture in business operations

Instructional Methodology

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

- Strategy Briefings - Key principles of problem solving and decision-making models
- Case Studies - Real business dilemmas and how they were resolved
- Workshops - Hands-on exercises using tools like Fishbone, 5 Whys, and SWOT
- Peer Exchange - Group discussions on individual challenges and solutions
- Tools - Decision matrix templates, problem diagnosis flowcharts, risk checklists

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: Mastering Problem Solving Techniques

- Module 1: Introduction to Problem Solving Frameworks (07:30 – 09:30)
 - Defining problems clearly and accurately
 - Overview of structured problem-solving approaches
- Module 2: Root Cause Analysis Tools (09:45 – 11:15)
 - The 5 Whys technique
 - Fishbone (Ishikawa) diagrams and Pareto analysis
- Module 3: Creative Problem Solving (11:30 – 01:00)
 - Brainstorming techniques
 - SCAMPER and lateral thinking
- Module 4: Workshop – Analyze a Real Business Problem (02:00 – 03:30)

Day 2: Effective Decision Making Under Uncertainty

- Module 1: Decision-Making Models and Biases (07:30 – 09:30)
 - Rational vs. intuitive decision-making
 - Identifying and avoiding cognitive biases
- Module 2: Tools for Evaluating Options (09:45 – 11:15)
 - Decision trees and cost-benefit analysis
 - Risk assessment and probability scoring
- Module 3: Group Decision Making and Communication (11:30 – 01:00)
 - Consensus-building techniques
 - Presenting decisions with impact
- Module 4: Final Workshop – Decision Matrix Simulation (02:00 – 03:30)

Certification

Participants will receive a Certificate of Completion in Problem Solving & Decision Making, recognizing their enhanced ability to think analytically, generate innovative solutions, and make informed, high-quality decisions under pressure.

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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