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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Creative Problem Solving and Effective Decision Making

الأساليب المبتكرة العملية لحل المشاكل واتخاذ القرارات  
الفعالة

07 - 11 February 2021

Dubai / United Arab Emirates



ProjacsAcademy.com



## Introduction

Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems and decision making.

These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization.

## Objectives

The objective of this intensive course is to provide participants with technical knowledge and practical training on the methodologies and tools of problem solving and Decision Making. The course will focus on developing and upgrading diagnostic problem skills. The course will also emphasize the models and processes of decision making.

## Who Should Attend?

Managers, professionals, and any person who is looking for the best techniques to solve any problems related to their works and who is admiring to make the most efficient decisions to achieve the best desired objectives.

## Course Outline

### Day One

- Practical application in problem solving
- Define the “ problem”
- Describe the ideal problem solvers
- Creative thinking
- Relationship between creative thinking and problem solving
- Holmes test for creative personality
- Identified the types of problem encountered

### Day Two

- The problem solving model
- Generate alternatives
- Brainstorming
- Check board
- Adapt or build on the past
- Evaluate options
- Criteria check board

### Day Three

- Evaluate options
- Sort by category
- Rank order
- Advantage /disadvantage
- Pro/con
- What I like

### Day Four

- Select the final solution
- Consensus
- Straw voting
- Multi-voting
- Negative voting
- Revisiting earlier
- Problem-solving outcomes

- Other problem solving techniques
- Legitimize problems
- Best/worst/most probable
- Problems as given/ problems as understood
- Is/Is not
- Diagram/fishbone
- Basic questions
- Break into components
- Force field analysis
- Ask an expert

### Day Five

- Types of decision
- Autocratic
- Consultative
- Group
- The decision making process
- Decision making under certainty
- Decision making under uncertainty
- Information technology and decision making systems
- Guidelines for making good decisions
- Making bad decisions
- Evaluations
- Computer-based decision making
- Using Microsoft Excel for decision making

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

تخيّل ان معدل الإنتاج يتزايد مع خفض المستهلكات والفاقد في العمل من ناحية الموارد والوقت والجهد وتحسين رضا العميل عن طريق تطوير الخطوات العملية لعملية حلّ المشكلات واتخاذ القرارات المترتبة عليها. هذه المنافع والعديد من المزايا تعتبر من الأسباب الممتازة لتعلم خطوات وإجراءات حل المشاكل بطريقة إبداعية التي يترتب عليها اتخاذ القرارات الفعالة التي تشكل جزءاً حيويًا من الحياة اليومية للمنظمات.

## الأهداف

إنّ هدف هذه الدورة أن يُزوّد المشاركين بالمعرفة التقنية والتدريب العملي على المنهجيات وأدوات حلّ واتخاذ القرارات الخاصة بأي مشكلة. الدورة ستركز على تطوير وترقية مهارات تشخيص وحل المشكلة بشكل محترف، كما أيضاً سيركز على الطرق المختلفة عمليات اتخاذ القرارات.

## الحضور

المدراء في أي مستوى اداري، المحترفون، وأي شخص يبحث عن افضل التقنيات لحلّ أيّ من المشاكل المتعلقة بأعمالهم واتخاذ القرارات بشكل أكثر كفاءة لإنجاز أفضل الأهداف المطلوبة.