



SS030: Creative Problem Solving & Decision Making (Arabic)

Training Description:

In today's dynamic and rapidly changing business environment, organizations require professionals who can think creatively, solve complex problems efficiently, and make sound decisions under uncertainty. This training course, delivered in **Arabic**, equips participants with practical tools, structured methodologies and innovative thinking techniques to identify problems, analyze root causes, generate creative solutions, evaluate alternatives and make effective decisions.

Participants will learn internationally recognized problem-solving models, decision-making frameworks, critical thinking techniques, brainstorming methods, innovation tools, risk assessment approaches and collaborative decision-making strategies. Throughout the program, participants will work on practical business cases and organizational challenges relevant to both public and private sector organizations.

The training course emphasizes analytical thinking, creativity, teamwork and evidence-based decision making to improve organizational performance and achieve sustainable results.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles of creative thinking and structured problem solving
- ✓ Differentiate between symptoms, problems and root causes
- ✓ Apply systematic problem-solving methodologies
- ✓ Use critical and analytical thinking techniques
- ✓ Generate innovative solutions using creativity tools
- ✓ Apply decision-making models in complex situations
- ✓ Evaluate alternatives using objective criteria
- ✓ Assess risks and uncertainties before making decisions
- ✓ Minimize cognitive biases during decision making
- ✓ Facilitate group decision-making effectively
- ✓ Improve organizational innovation and continuous improvement
- ✓ Develop practical action plans for workplace implementation

Training Designed for:

This training course is intended for Managers and Supervisors, Team Leaders, Department Heads, Project Managers, Engineers, HR Professionals, Operations Managers, Business Analysts, Government Officials, Administrative Professionals, Quality and Continuous Improvement Professionals and Anyone responsible for solving workplace problems and making operational or strategic decisions.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF CREATIVE THINKING AND PROBLEM SOLVING

- ❖ **Introduction**
 - Course objectives and expectations
 - Challenges facing modern organizations
 - Characteristics of effective problem solvers
 - Creativity versus innovation
- ❖ **Understanding Problems**
 - What is a problem?
 - Types of organizational problems
 - Structured vs. unstructured problems
 - Strategic vs. operational problems
 - Symptoms versus root causes
- ❖ **Developing Creative Thinking**
 - Characteristics of creative thinkers
 - Removing mental barriers
 - Fixed mindset vs. growth mindset
 - Lateral thinking concepts
 - Critical thinking fundamentals
- ❖ **Creativity Techniques**
 - Brainstorming
 - Brainwriting
 - Mind Mapping
 - SCAMPER Technique
 - Six Thinking Hats
- ❖ **Practical Exercises:**
 - Identifying workplace problems
 - Creative thinking exercises
 - Team brainstorming session

DAY TWO:

STRUCTURED PROBLEM-SOLVING TECHNIQUES

- ❖ **Problem Definition**
 - Defining the real problem
 - Writing effective problem statements
 - SMART problem definition
- ❖ **Root Cause Analysis**
 - Five Whys Technique
 - Fishbone (Ishikawa) Diagram
 - Pareto Analysis
 - Cause-and-effect relationships
 - Process mapping
- ❖ **Data Collection**

- Gathering relevant information
- Quantitative vs. qualitative data
- Identifying assumptions
- Validating evidence
- ❖ **Problem Solving Models**
 - PDCA Cycle
 - DMAIC Overview
 - Kepner-Tregoe Method
 - Eight Disciplines (8D)
 - A3 Problem Solving
- ❖ **Practical Exercises**
 - Root cause analysis case study
 - Fishbone diagram exercise
 - Process analysis workshop

DAY THREE:

CREATIVE SOLUTION GENERATION

- ❖ **Innovation in Problem Solving**
 - Thinking beyond traditional solutions
 - Creative solution frameworks
 - Innovation culture
- ❖ **Generating Alternatives**
 - Divergent thinking
 - Convergent thinking
 - Design Thinking principles
 - TRIZ overview
 - Reverse thinking
- ❖ **Evaluating Ideas**
 - Feasibility analysis
 - Cost-benefit analysis
 - Impact versus effort matrix
 - Prioritization techniques
- ❖ **Collaborative Innovation**
 - Team creativity
 - Cross-functional collaboration
 - Facilitating idea generation sessions
- ❖ **Practical Exercises:**
 - Innovation challenge
 - Solution design exercise
 - Group presentations

DAY FOUR:

DECISION MAKING EXCELLENCE

- ❖ **Fundamentals of Decision Making**
 - Decision-making process
 - Types of decisions
 - Individual vs. group decisions

- ❖ **Decision-Making Models**
 - Rational decision-making model
 - Recognition-Primed Decision Model
 - OODA Loop
 - Decision Trees
 - Decision Matrix
- ❖ **Risk Assessment**
 - Identifying risks
 - Risk analysis techniques
 - Scenario planning
 - Sensitivity analysis
 - Managing uncertainty
- ❖ **Cognitive Biases**
 - Confirmation bias
 - Anchoring
 - Availability bias
 - Groupthink
 - Overconfidence bias
- ❖ **Practical Workshop**
 - Decision matrix exercise
 - Risk assessment simulation
 - Decision-making case study

DAY FIVE:

IMPLEMENTING SOLUTIONS AND CONTINUOUS IMPROVEMENT

- ❖ **Implementing Decisions**
 - Action planning
 - Change management fundamentals
 - Stakeholder engagement
 - Communication strategies
- ❖ **Monitoring Results**
 - Key Performance Indicators (KPIs)
 - Measuring effectiveness
 - Lessons learned
 - Continuous improvement
- ❖ **Building a Problem-Solving Culture**
 - Leadership's role
 - Encouraging innovation
 - Knowledge sharing
 - Continuous learning
- ❖ **Personal Development**
 - Developing creative thinking habits
 - Improving decision-making confidence
 - Personal action plan
- ❖ **Final Exercises:**
 - Comprehensive organizational case study

- Team problem-solving simulation
 - Decision presentation and feedback
 - Individual implementation plan
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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