Solve Problems and Make Decisions Training

Duration: **2 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

Overview

This training provides an introduction to practical problem-solving techniques and structured creative thinking tools. Participants will learn how to approach challenges from different perspectives and unlock their creative potential to address complex problems more effectively.

In today's competitive business environment, organizations face challenges that require rapid understanding and resolution. While everyone has the potential to generate creative and effective solutions, many lack the structured tools needed to confidently reach strong decisions. This course aims to bridge that gap.

Who Should Attend

This course is ideal for professionals who need an introduction to creativity and problem-solving techniques as part of their role and want to improve their ability to generate effective solutions.

What You Will Learn

By the end of this training, you will have gained knowledge and skills in the following areas:

- Apply proven problem-solving techniques
- Define the scope of a problem and understand its wider impact
- Collect and use relevant data in a structured way to identify solutions
- View problems as opportunities and assess their own creativity
- Plan the implementation and communication of decisions effectively
- Review outcomes and monitor continuous improvement

Outline

- Introduction to problem-solving approaches
- Barriers to effective problem solving and decision making
- Use of structured problem-solving techniques
- Methods for identifying and defining root causes
- Data collection and interpretation techniques
- Understanding and assessing personal creativity
- Generating viable solution options
- Force field analysis and decision-making styles
- Testing, selecting, and implementing solutions
- Reviewing outcomes and evaluating results