



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Problem Solving & Decision Making

Overview

Effective problem solving and decision making are critical skills for success in today's fast-paced and complex business environment. This course equips delegates with structured techniques to identify, analyse, and resolve problems while making informed, ethical, and strategic decisions. Participants will also learn how to foster collaboration, adapt to challenges, and continuously improve their problem-solving approaches.

Objectives

On completion of this course, delegates will be able to:

- Think critically and analytically when faced with complex problems.
- Apply structured models and frameworks to make informed decisions.
- Use techniques to generate creative and innovative solutions.
- Collaborate effectively with team members to solve problems collectively.
- Adapt strategies to deal with risks, uncertainties, and unexpected challenges.
- Apply digital tools and data-driven insights to support decision-making.
- Build resilience by learning from setbacks and continuously improving approaches.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by an experienced subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is beneficial for individuals across all levels and functions within an organisation, including:

- Managers & Leaders
- Project Managers
- Team Leaders & Team Members
- Human Resources Professionals
- Entrepreneurs & Business Owners
- Graduate Trainees & Junior Employees

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Problem Solving • What is a problem? • The creative problem-solving process • Steps in structured problem solving • Identifying common problem-solving traps to avoid
Module 2	Gathering & Analysing Information • Understanding different types of information • Identifying key questions • Information-gathering methods • Defining and restating the problem • Writing clear problem statements • Using digital research tools and data analytics for decision-making
Module 3	Generating & Evaluating Solutions • Brainstorming techniques and basics • Brainwriting and mind mapping • Six Thinking Hats method • Removing mental blocks and stimulating creativity • Developing criteria for evaluation • Analysing wants and needs • Encouraging diversity of perspectives in group problem-solving

Module 4	Making Decisions & Implementing Solutions • Selecting the best solution • Final analysis: "What can go wrong?" • Identifying tasks and resources • Implementing solutions effectively • Evaluating and adapting approaches • Risk management and contingency planning
Module 5	Reviewing & Continuous Improvement • Recording lessons learned • Planning follow-up meetings • Celebrating successes • Identifying opportunities for improvement • Building resilience and adaptability • Embedding a culture of continuous improvement within teams

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire