

Critical Thinking and Problem Solving for Decision Making

2027 1 – 2026 28
Düsseldorf (Germany)

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Day 2: Advanced Problem-Solving Methodologies

- Applying systematic frameworks such as PDCA, 8D, and A3 thinking.
- Conducting effective root cause analysis using tools like Fishbone, 5 Whys, and Fault Tree Analysis.
- Exploring creative problem-solving techniques including brainstorming, SCAMPER, and mind mapping.
- Understanding group problem-solving dynamics and facilitation techniques.
- Workshop: Solving a complex organizational problem using multi-step methods.

Day 3: Decision-Making Frameworks and Tools

- Comparing decision-making models: rational, intuitive, data-driven, and behavioral approaches.
- Using risk assessment tools to evaluate uncertainty and potential impact.
- Applying ethical considerations to ensure integrity in decision-making.
- Utilizing decision trees, cost-benefit analysis, and prioritization matrices.
- Case Study: Making high-stakes decisions using structured analytical tools.

Day 4: Overcoming Cognitive Biases & Enhancing Creativity

- Identifying common cognitive biases that distort thinking and decision-making.
- Applying debiasing strategies to improve objectivity and clarity.
- Techniques for enhancing creativity: lateral thinking, reframing, and innovation triggers.
- Balancing intuition with structured analysis for optimal decision outcomes.
- Activity: Creativity lab and bias-mitigation exercises.

Day 5: Implementing Critical Thinking & Decision-Making in Leadership

- Communicating decisions clearly and persuasively to stakeholders.
- Guiding teams through complex problem-solving processes.
- Establishing systems for continuous improvement and learning.
- Creating a personal action plan to apply course techniques in real-world contexts.
- Simulation: Leading a team through a high-pressure decision-making scenario.

Individual Impact

- Stronger ability to analyze, evaluate, and solve complex challenges.
- Enhanced leadership through clearer, more strategic decision-making.
- Increased creativity and innovation in developing practical solutions.
- Improved communication of analytical processes and decisions.

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Organizational Impact

- Better quality decisions supported by structured thinking and analysis.
- Stronger innovation culture and problem-solving capability.
- Reduced operational inefficiencies through accurate root cause identification.
- Improved team collaboration and alignment in decision-making.

Training Methodology

This program uses an engaging, high-impact approach featuring:

- Real-world case studies from diverse industries.
- Group problem-solving workshops and simulations.
- Diagnostic assessments and self-reflection tools.
- Hands-on practice using analytical and decision-making frameworks.

Beyond the Course

Participants will return with a powerful toolkit for solving complex problems, making strategic decisions, and leading teams through uncertainty—enhancing both personal effectiveness and organizational performance.

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