informatech

INTERPERSONAL SKILLS AND SELF DEVELOPMENT | COURSE

ILM Recognized Managerial Decision Making and Problem Solving

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Course content

Why Attend

Managers are constantly confronted with solving complex problems and making critical decisions. If not handled properly, these problems can have severe negative e ects on operations and profitability. This course equips managers with the right tools and techniques to ensure they will find proper and permanent solutions to problems and make optimum decisions. Participants will learn how to develop the right mindset for solving problems, and enable them to understand, analyze and appreciate the di erent types of problems, conduct in-depth root cause analysis and make the right decisions for permanent solutions. Participants will also discover that some problems cannot be solved using rational problem solving methods but need di erent, more creative approaches. In this course we will enhance the participants' idea generating proficiency and we will enable them to lead a creative team. Finally, and after a solution is formulated and a decision is made, participants will learn how to 'sell' their solutions to stakeholders and get the buy in. On this course, participants will also discover how to influence others and get support for what has been decided.

This highly practical and interactive course uses models, practical exercises, case studies, presentations and group discussions to develop managerial problem solving and decision making capabilities.

Participants in a group will be challenging other groups' findings and results and will be defending theirs. The use of participants' real work situations adds practicality and facilitates transfer of learning. Participants will safely practice learned techniques which will then be easily applicable at the workplace

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

• Explain the structured model for systematically addressing problems and decisions

• Practice the use of key tools and techniques for analyzing and solving problems

• Conduct a comprehensive root cause analysis of any problem

• Demonstrate the use of several disciplines in decision making

• Identify various creative idea generating tools which can be practically applied at the workplace

• Apply influencing techniques to enable better decision making and implementation

Team leaders, department managers and supervisors who are involved in leading and participating in solving their teams' problems, as well as making and implementing decisions.

• Problem solving

Course content

Why Attend

- Decision making
- Creativity
- Situational analysis
- Influencing
- Leadership

Course outline

Structured problem solving

- Definitions, principles and overview
- Direct relationship between problem solving and decision making
- Types of problem solving
- Problem solving mindsets and attitudes
- Developing the questioning mindset with team members
- Problem ownership
- Drilling down complex problems into progressively smaller parts
- The 6 step problem solving method
- Classifying and prioritizing problems

Understanding and analyzing problems

- Techniques for recognizing problems
- Appreciating the magnitude of problems facing us
- Isolating causes from symptoms
- Data collection and analysis

Course content

Course outline

- Pareto analysis
- 'SWOT' analysis

Root cause analysis

- When is it necessary to undergo a wide scale root cause analysis
- Root cause analysis: the interrelation
- Root cause analysis: the process
- Cause and effect analysis: key points of the process
- Three types of corrective actions

Decision making

- Everyday decision making techniques
- Principles of decision making
- Components of optimum decision making
- Using critical thinking as an aid to decisions
- Different tools for decision making
- Subjective versus objective decision making
- The uncertainty problem

Creativity and problem solving

- Intelligence versus creativity
- The role of creativity in problem solving
- Mental blockers of creativity
- Brainstorming: different techniques

Course content

Course outline

• Opposite thinking and 'what if'

• Mind mapping

Problem solving and people

• Leading the problem solving effort

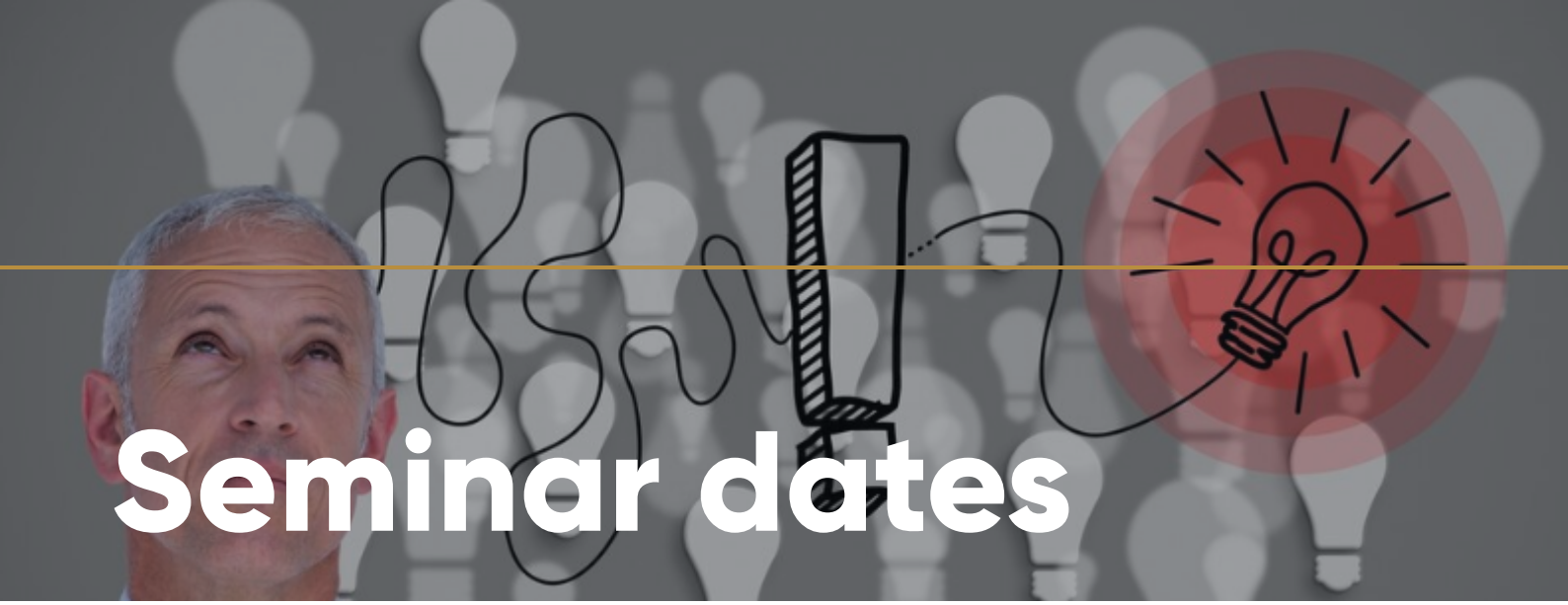
• Solving people related problems

• Removing the 'groupthink' effect from the team

• Team problem solving: ensuring participation, agreement, and implementation of the solution

• Behaviors that influence or block problem solving

• Convincing stakeholders with your solutions



Seminar dates

Available seminar dates

Live dates and pricing for ILM Recognized Managerial Decision Making and Problem Solving generated from the course details page.

Date	Location	Format	Fee
12 - 16 October 2026	Paris - France	Classroom	**€3,600.-**
9 - 13 November 2026	Frankfurt - Germany	Classroom	**€2,600.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,080.-**
18 - 22 January 2027	Geneva - Switzerland	Classroom	**€4,200.-**
15 - 19 February 2027	Istanbul - Turkey	Classroom	**€2,280.-**
15 - 19 March 2027	Vienna - Austria	Classroom	**€3,400.-**
19 - 23 April 2027	Barcelona - Spain	Classroom	**€3,080.-**
17 - 21 May 2027	Paris - France	Classroom	**€3,600.-**
21 - 25 June 2027	Frankfurt - Germany	Classroom	**€2,600.-**
19 - 23 July 2027	Barcelona - Spain	Classroom	**€3,080.-**
16 - 20 August 2027	Geneva - Switzerland	Classroom	**€4,200.-**
20 - 24 September 2027	Istanbul - Turkey	Classroom	**€2,280.-**
18 - 22 October 2027	Vienna - Austria	Classroom	**€3,400.-**
15 - 19 November 2027	Barcelona - Spain	Classroom	**€3,080.-**
20 - 24 December 2027	Paris - France	Classroom	**€3,600.-**

Live online option	Online delivery is available at €1,850.-.