# Creative Problem Solving and Decision-Making Skills Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #OM1409_26753

## Course Introduction / Overview:

In today's dynamic and fast-paced office environments, the ability to effectively solve problems and make sound decisions is no longer a desirable skill but an essential competency for administrative professionals. This intensive training course is meticulously designed to equip participants with a comprehensive toolkit of creative problem-solving techniques and structured decision-making frameworks. Moving beyond theoretical concepts, the program focuses on practical application, enabling administrators to tackle workplace challenges with confidence and ingenuity. We will explore seminal concepts from thought leaders like Edward de Bono, particularly his work on lateral thinking and methodologies detailed in his book "Six Thinking Hats". Participants will learn to reframe problems, generate innovative solutions, and evaluate options systematically to ensure optimal outcomes. BIG BEN Training Center has developed this course to empower administrative staff to become proactive contributors, capable of enhancing operational efficiency, fostering a collaborative atmosphere, and driving positive change within their organizations. This journey will transform your approach from reactive troubleshooting to strategic problem management, making you an invaluable asset to your team and a more effective professional.

## Target Audience / This training course is suitable for:

- Office Administrators.
- Executive Assistants.
- Personal Assistants.
- Administrative Managers.
- Secretaries.
- Team Leaders.
- Project Coordinators.
- Office Managers.
- Support Staff and Clerical Officers.
- Anyone in an administrative or support role seeking to enhance their professional skills.

## Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Oil and Gas Industry.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Logistics and Supply Chain Management.
- Real Estate and Construction.
- Government, Public Sector, and Non-Profit Organizations.
- Education and Academia.
- Hospitality and Tourism.

## Target Organizations Departments:

- Administration and General Services.
- Human Resources.
- Executive and C-Level Support Offices.
- Operations Management.
- Customer Service and Client Relations.
- Project Management Offices.
- Finance and Accounting.
- Procurement and Purchasing.
- Marketing and Sales Support.
- Legal and Compliance Departments.

## Course Offerings:

By the end of this course, the participants will have able to:

- Identify and accurately define complex workplace problems.
- Apply critical thinking skills to analyze situations from multiple perspectives.
- Utilize a variety of creative brainstorming and idea-generation techniques.
- Implement structured problem-solving models like the 5 Whys and Root Cause Analysis.
- Evaluate potential solutions against established criteria and organizational goals.
- Master decision-making frameworks for individual and group scenarios.
- Recognize and mitigate common cognitive biases that affect judgment.
- Facilitate productive group discussions to achieve consensus.
- Communicate decisions clearly and effectively to stakeholders.
- Develop robust action plans for implementing chosen solutions.
- Monitor and evaluate the outcomes of decisions for continuous improvement.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and centered on practical application. We believe that adult learning is most effective when participants are actively involved in the process. This course moves away from traditional lecture-based formats to a workshop-style environment where learning is achieved through doing. The curriculum is delivered through a blend of expert-led presentations, real-world case study analyses, and dynamic group discussions that encourage the sharing of diverse experiences and perspectives. A significant portion of the training is dedicated to hands-on exercises, role-playing scenarios, and problem-solving simulations that mirror the challenges administrative professionals face daily. Participants will work both individually and in teams to apply the learned techniques, receiving continuous, constructive feedback from the instructor and their peers. This immersive approach ensures that attendees not only understand the theories of creative problem-solving and decision-making but also build the confidence and skills to apply them effectively in their workplace from day one.

## Course Agenda (Course Units):

### Unit One: Foundations of Effective Problem Solving

- Defining Problems vs. Symptoms.
- The Importance of Critical Thinking in Administration.
- Understanding and Overcoming Cognitive Biases.
- The Problem-Solving Cycle and Its Stages.
- Techniques for Gathering and Organizing Information.
- Root Cause Analysis (RCA) Principles.
- Introduction to the 5 Whys Technique.
- Setting Clear Objectives for Problem Resolution.

### Unit Two: Creative Thinking and Idea Generation

- Unlocking Creativity and Lateral Thinking.
- Brainstorming and Brainwriting Techniques.
- Mind Mapping for Visualizing Problems and Solutions.
- Applying the SCAMPER Method for Innovation.
- Edward de Bono's Six Thinking Hats Explained.
- Role-Playing and Scenario Analysis.
- Reverse Brainstorming for Proactive Problem Identification.
- Fostering a Creative and Open Team Environment.

### Unit Three: A Structured Approach to Decision Making

- The Rational Decision-Making Model.
- Cost-Benefit Analysis for Administrative Choices.
- Developing and Weighing Decision Criteria.
- Risk Assessment and Mitigation Strategies.
- Decision Trees for Mapping Potential Outcomes.
- Data-Driven Decision Making for Office Professionals.
- Balancing Logic with Intuition in Decision Making.
- Ethical Considerations in the Decision-Making Process.

## Unit Four: Group Dynamics in Problem Solving and Decision Making

- The Power and Pitfalls of Group Decisions.
- Techniques for Facilitating Effective Team Meetings.
- Building Consensus and Managing Disagreements.
- Avoiding Groupthink and Encouraging Diverse Opinions.
- The Nominal Group Technique.
- The Delphi Method for Expert Consensus.
- Conflict Resolution in a Team Setting.
- Assigning Roles and Responsibilities in Group Tasks.

## Unit Five: Implementation, Communication, and Evaluation

- Developing a Clear and Actionable Implementation Plan.
- Communicating Decisions to Stakeholders Effectively.
- Managing Change and Overcoming Resistance.
- Setting Metrics to Measure the Success of a Solution.
- The Plan-Do-Check-Act (PDCA) Cycle for Continuous Improvement.
- Documenting Lessons Learned for Future Reference.
- Developing a Personal Action Plan for Skill Application.
- Course Review and Final Q&A Session.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an administrator effectively champion a creative but unconventional solution to a risk-averse management team?

## What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by focusing exclusively on the unique context and challenges faced by office administrators and support professionals. Unlike generic problem-solving courses, every module, case study, and exercise is tailored to the administrative environment, addressing real-world scenarios such as managing conflicting priorities, resolving scheduling conflicts, improving office workflows, and handling stakeholder requests. The curriculum provides a dual focus, seamlessly integrating right-brain creative thinking techniques with left-brain analytical and structured decision-making models. This holistic approach ensures participants become well-rounded problem solvers, capable of both generating innovative ideas and executing them through logical, defensible processes. Furthermore, the course places a strong emphasis on the interpersonal dynamics of decision-making, equipping participants with the skills to facilitate group discussions, build consensus, and communicate outcomes effectively, which are critical competencies in a central administrative role. The ultimate goal is not just to teach theories but to build practical, immediately applicable skills that empower administrators to transition from support staff to strategic partners within their organizations.