



CREATIVE PROBLEM SOLVING AND DECISION MAKING FOR LEADERS TRAINING COURSE

26 - 30 OCT 2026

KUALA LUMPUR

5200 € (PER PERSON)

REF: #PRO7115_131986



COURSE INTRODUCTION / OVERVIEW:

In today's volatile and complex business environment, the ability to solve problems creatively and make sound decisions is the cornerstone of effective leadership. This course is meticulously designed to transform managers and leaders into strategic thinkers capable of navigating ambiguity and driving innovation. Moving beyond traditional models, this program delves into the cognitive and psychological underpinnings of decision-making, drawing on insights from pioneers like Daniel Kahneman, author of "Thinking, Fast and Slow". Participants will explore how to overcome cognitive biases, foster a culture of inquiry, and apply a diverse toolkit of both analytical and creative problem-solving techniques. At BIG BEN Training Center, we believe that true leadership in this domain comes from a balanced approach. This training course provides a practical, hands-on environment where leaders can master frameworks for root cause analysis, risk assessment, and innovative solution design. It equips them not just with tools, but with the mindset to tackle complex challenges, lead their teams through uncertainty, and make decisions that are not only effective but also strategic and sustainable for long-term organizational success.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Project and Program Managers.
- Senior Executives and C-Level Leaders.
- Business Analysts and Strategists.
- Operations and Production Managers.
- Human Resources and L&D Professionals.
- Entrepreneurs and Business Owners.
- Aspiring leaders and high-potential employees.

TARGET SECTORS AND INDUSTRIES:

- Technology and Information Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Consulting and Professional Services.

- Telecommunications
- Government Agencies and Public Sector Organizations
- Non-Profit and Educational Institutions



TARGET ORGANIZATIONS DEPARTMENT

- Operations Management.
- Project Management Office (PMO).
- Human Resources and Talent Development.
- Research and Development (R&D).
- Strategy and Corporate Planning.
- Sales and Marketing.
- Finance and Accounting.
- Customer Service and Support.
- Information Technology.

COURSE OFFERINGS:

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

- Identify and overcome common cognitive biases in decision-making.
- Apply structured problem-framing techniques to accurately define challenges.
- Utilize a range of creative ideation tools, including brainstorming and mind mapping.
- Conduct thorough root cause analysis to address core issues instead of symptoms.
- Employ analytical decision-making frameworks like the decision matrix and cost-benefit analysis.
- Lead effective group decision-making sessions that encourage diverse perspectives.
- Develop strategies for making sound decisions under pressure and with incomplete information.
- Communicate decisions clearly and persuasively to stakeholders at all levels.
- Implement and evaluate the outcomes of decisions to foster continuous improvement.
- Foster a team environment that encourages innovation and creative problem-solving.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's work environment. We move beyond theoretical lectures to create a dynamic learning laboratory. The course is built upon a foundation of practical application, featuring a series of real-world case studies that challenge participants to apply problem-solving frameworks to complex business scenarios. A significant portion of the training is dedicated to collaborative group exercises, workshops, and role-playing simulations, allowing participants to practice group decision-making dynamics and communication strategies in a safe and constructive setting. Facilitated discussions and peer-to-peer feedback are integral components, encouraging the sharing of diverse experiences and perspectives. Participants will engage with diagnostic tools to understand their own decision-making styles and biases. Our expert facilitators guide each session, ensuring that theoretical concepts are immediately linked to practical tools and actionable strategies that can be implemented upon returning to the workplace, ensuring a tangible return on the training.

COURSE AGENDA (COURSE UNITS)



UNIT ONE: THE FOUNDATION OF EFFECTIVE PROBLEM SOLVING

- Defining the Anatomy of a Problem.
- The Psychology of Decision Making for Leaders.
- Identifying and Mitigating Cognitive Biases.
- The Difference Between Complex and Complicated Problems.
- Developing a Proactive Problem-Solving Mindset.
- Introduction to Systems Thinking in Leadership.
- The Role of Critical Thinking in Problem Definition.

UNIT TWO: A TOOLKIT FOR CREATIVE PROBLEM SOLVING

- Advanced Brainstorming and Brainwriting Techniques.
- Utilizing Mind Mapping for Idea Generation and Structuring.
- Applying Edward de Bono's Six Thinking Hats Method.
- The SCAMPER Technique for Innovative Thinking.
- Introduction to Design Thinking Principles.
- Fostering Psychological Safety for Creative Team Input.
- Techniques for Reframing Problems to Reveal New Solutions.

UNIT THREE: ANALYTICAL FRAMEWORKS FOR ROBUST DECISION MAKING

- Mastering Root Cause Analysis (RCA) with the 5 Whys and Fishbone Diagrams.
- Developing and Using Decision Matrix Analysis for Option Evaluation.
- Conducting Cost-Benefit and Risk-Benefit Analysis.
- The Kepner-Tregoe Method for Problem Analysis.
- Introduction to Data-Driven Decision Making.
- Scenario Planning and 'What-If' Analysis.
- Prioritization Techniques for Multiple Challenges.

UNIT FOUR: LEADING THE DECISION-MAKING PROCESS

- Facilitating Effective Group Decision-Making Sessions.
- Managing Groupthink and Encouraging Constructive Dissent.
- Stakeholder Analysis and Management in Decision Implementation.
- Communicating Decisions with Clarity, Confidence, and Empathy.
- Ethical Considerations and Frameworks in Leadership Decisions.
- Building Consensus and Gaining Buy-In from Your Team.
- Navigating and Resolving Conflicts During Problem Solving.

UNIT FIVE: STRATEGIC IMPLEMENTATION AND ADVANCED APPLICATION

- Developing Actionable Implementation Plans.
- Creating Metrics to Evaluate Decision Effectiveness.
- Making Sound Decisions Under Uncertainty and Pressure.
- Agile Decision Making in Fast-Paced Environments.
- Learning from Failure and Post-Decision Reviews.
- Cultivating a Continuous Improvement Culture.
- Personal Action Planning for Leadership Growth.



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:

In an era of big data, what is the evolving role of intuition in high-stakes leadership decisions, and how can leaders effectively balance analytical rigor with gut feeling?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by moving beyond a mere checklist of problem-solving tools and focusing on the holistic development of a leader's decision-making acumen. While many programs teach isolated techniques, we integrate the psychological, analytical, and creative dimensions of the process into a unified leadership competency. A core differentiator is our deep dive into the cognitive science behind decision-making, equipping leaders to recognize and counteract their own inherent biases and those within their teams a critical skill for objective and fair leadership. Furthermore, the curriculum emphasizes the nuanced art of leading others through ambiguity. It is not just about finding the right answer, but about fostering an environment where the best ideas can surface, be debated constructively, and be implemented with collective buy-in. We focus on practical application through sophisticated, industry-relevant case studies and simulations, ensuring that participants don't just learn the theory but experience the pressures and complexities of real-world leadership decisions. The result is a more adaptable, insightful, and confident leader capable of navigating any challenge.