

Creative Problem Solving and Decision Making

Professional training programme



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

We are constantly faced with problems that require us to make decisions that are mostly reached without a complex decision-making process: are we hungry? We decide to eat. But some problems are more complex, such as prioritizing or determining why a process fails and what to do. These issues require a rational approach to resolving them. Sometimes, things get more complicated, or our decisions can significantly affect our lives, jobs, or those around us. Other times the problem is so unusual that it challenges rational and critical thinking; here lies the importance of objectively analyzing to formulate a decision, and here is when creative problem-solving and decision-making become invaluable tools. This course covers the most important creative problem-solving and decision-making approaches. By understanding the mechanisms of thinking and providing the relevant methods and tools practiced during the sessions, participants will become more confident in solving problems and making decisions at work or in life, from simpler situations to more difficult or complex ones.

Why Attend

The course uses interactive techniques, such as brief presentations by the consultant and the participants, role plays (rehearsed and impromptu), Video clips with detailed debriefs, and individual and group feedback.

Who Should Attend

Managers, supervisors, and administrators who will benefit from better problem-solving and decision-making, and business professionals who want to take their critical thinking to the next level by using their experience and intuition to make the right moves and decisions,

— Learning Objectives

- Build and expand decision making, critical thinking, and creative problem solving skills
- Apply rational approaches to solving problems and making decisions
- Utilize traditional and creative techniques for identifying causes and generating solutions
- Practice essential tools for proper decision making
- Employ creativity and lateral thinking as business tools

Course Outline

DAY
1

Problem-solving and Decision-making

- Definition of problem, problem-solving, and decision-making
- The relationship between creative problem-solving and decision-making
- The helicopter view
- The six-step method in problem-solving
- Team problem solving
- The link between causes and symptoms

DAY
2

The Rational Approach to Problem-solving (Kepner & Tregoe)

- Defining the problem
- Writing a problem statement
- Techniques for recognizing problems
- Six critical questions to clear out
- The rational approach
- Kepner & Tregoe's approach to problem-solving

DAY
3

Problem Analysis Supplementary Tools

- Root cause analysis
- Corrective actions
- The five-why process
- The cause and effect diagram
- Pareto analysis

DAY
4

Decision-making Supplementary Tools

- Effective decision-making
- The How-How method
- The decision analysis worksheet
- Approaches to team decision-making

DAY
5

Creativity and Problem-solving

- Uses of creativity as a business tool
- Lateral thinking
- Mental blocks to creative thinking and ways to overcome them

- Brainstorming
- The six thinking hats

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Barcelona - Spain	€1,925
9 - 13 November 2026	Rome - Italy	€2,125
14 - 18 December 2026	Munich - Germany	€1,725
18 - 22 January 2027	Istanbul - Türkiye	€1,425
15 - 19 February 2027	Rome - Italy	€2,125
15 - 19 March 2027	Istanbul - Türkiye	€1,425
19 - 23 April 2027	Vienna - Austria	€2,125
17 - 21 May 2027	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.