

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Improve Performance

**Course Name:**  
Problem Solving and  
Decision Making:  
*Think critically – Act  
Decisively*



**COURSE DURATION: 2 Days**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302

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## COURSE OVERVIEW

This course is essential for anyone seeking to enhance their ability to tackle complex challenges effectively in personal and professional settings. Participants will learn to identify and analyse problems accurately, apply creative and strategic thinking for innovative solutions, and make informed decisions confidently.

## DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

## COURSE OBJECTIVES

This practical **two-day course** will empower participants with practical tools and techniques, such as decision-making frameworks and critical thinking strategies, fostering improved judgment and decisive action.

## COURSE OUTLINE

### Module 1: Introduction to critical thinking

Understanding critical thinking

- Definitions and importance
- Characteristics of critical thinkers

Barriers to critical thinking

- Cognitive biases
- Emotional influences
- Social pressure and conformity

### Module 2: Identify and analyse the problem

Identify the problem

- Distinguishing symptoms from root causes
- Tools for problem identification (e.g., 5 Whys, Fishbone Diagram)

Analyse the problem

- Gather and analyse data
- Break down complex problems

### Module 3: Creative problem-solving strategies

Creative thinking in problem solving

- Brainstorming techniques
- Lateral thinking / thinking outside the box

Develop and evaluate solutions

- Criteria for evaluating solutions
- Risk analysis and contingency planning

### Module 4: Decision-making techniques

Approaches to decision making

- Rational vs. intuitive decision making
- Group decision making and consensus building

Decision making tools and techniques

- Decision Matrix
- SWOT Analysis
- Cost-Benefit Analysis

### Module 5: Implementing decisions and action plans

From decision to action

- Develop your action plans
- Set goals and deadlines

Monitor and adjust

- Feedback loops and performance metrics
- Deal with Unexpected Challenges

### Module 6: Reflective practice and continuous improvement

The role of reflection in problem solving

- Reflective practice techniques

Cultivate a culture of continuous improvement

- Learn from success and failure
- Encourage openness to change