BLACKBIRD FOR TRAINING

Critical Thinking, Problem Solving and Decision Making Techniques

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Amman (Jordan)

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PARTNER



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Introduction

We constantly encounter situations that require us to make decisions. Some decisions are simple and instinctive, such as deciding to eat when we are hungry. Other decisions, however, are far more complex—like determining how to prioritize tasks, analyzing why a process failed, or deciding how to address an unexpected issue. These situations require rational, structured problem-solving and decision-making approaches rooted in clarity, logic, and analytical thinking.

Yet not all problems can be solved through logic alone. Some challenges are unusual, ambiguous, or lacking complete information. At such moments, traditional reasoning becomes insufficient. This is where creative problem-solving, lateral thinking, and innovative approaches become invaluable tools. To master these skills, individuals must understand what critical thinking means, why critical thinking is important, and how to improve critical thinking in practical, applicable ways.

This course covers all these essential thinking methods. You will learn how to apply critical thinking and problem-solving skills, along with techniques that support strategic, informed, and creative decision-making. Through hands-on exercises, structured tools, and real-world applications, participants will develop the ability to analyze problems deeply, make sound decisions, and generate innovative solutions—from everyday issues to the most difficult organizational challenges.

Course Objectives

By the end of this training, participants will be able to:

- Strengthen decision-making, critical thinking, and creative problem-solving capabilities.
- Apply logical, rational, and innovative approaches to handling problems and decisions.
- Use traditional and modern problem-solving techniques in decision-making.
- Employ creativity and lateral thinking as practical business tools.
- Analyze and solve real work-related challenges using structured frameworks.
- Build credibility with management through clearer thinking and strategic reasoning.
- Understand and apply types of decision-making techniques and qualitative decision-making methods.
- Develop professional strategic approaches to identifying problems, diagnosing causes, and selecting solutions.



Course Outlines

Day 1: Problem-Solving and Decision-Making

The first day sets the foundation for understanding problems and how to approach them:

- Definition of a problem: what it is, how it forms, and why it matters.
- Introduction to problem-solving and decision-making as core competencies.
- Creative problem-solving and how to integrate creativity with logic.
- The “Helicopter View”: gaining a broad, objective perspective on issues.
- Problem diagnosis: identifying true causes rather than treating symptoms.
- Linking causes and symptoms to avoid misdirected decisions.
- Making the right decisions at the right time using structured methods.

This day strengthens participants’ understanding of critical thinking and problem-solving and how both contribute to better decisions.

Day 2: The Rational Approach to Problem-Solving Kepner-Tregoe

This module introduces one of the most widely used rational frameworks:

- Defining the problem using precise, measurable problem statements.
- Techniques for recognizing and detecting problems.
- Six logical questions to clarify the issue and structure thinking.
- Applying the Kepner-Tregoe methodology to analyze causes and evaluate solutions.

Participants learn decision-making process techniques that form the foundation for strategic reasoning.

Day 3: Supplementary Tools for Problem Analysis

This day adds additional tools that deepen analytical and logical thinking:

- Root Cause Analysis to uncover primary drivers of problems.
- Creative problem-solving to approach challenges from new angles.
- The Five-Why technique to drill down to the core cause.
- Cause-and-effect diagrams to map the structure of contributing factors.
- Pareto analysis to identify the most significant causes based on impact.

This module builds solid critical thinking and problem-solving skills using practical tools.

Day 4: Supplementary Tools for Decision-Making

Today focuses on a wide range of decision-making techniques used in management:



- Principles of effective decision-making.
- Why-Why and How-How analysis to understand choices and consequences.
- Choice-making tools to select the best alternative.
- Decision analysis worksheets for comparing options.
- Using decision matrices for objective evaluation.
- Understanding consensus and how it supports collective decisions.

Participants develop the ability to apply decision-making methods and techniques in various business contexts.

Day 5: Creativity and Problem-Solving

The final day is devoted to enhancing creative thinking:

- The importance of thinking skills for solving complex problems.
- Stages of problem-solving and decision-making.
- How the human brain influences logic, creativity, and reasoning.
- Understanding how both hemispheres of the brain contribute to creativity.
- Strengthening critical thinking skills and using them effectively.
- Lateral thinking as a tool for thinking outside traditional patterns.
- Overcoming mental blocks that limit creativity.
- Brainstorming for generating innovative ideas.
- Applying the Six Thinking Hats technique to examine problems from all perspectives.

This day expands participants' ability to engage in problem-solving and critical thinking, combining analysis and imagination.

Why Attend This Course: Wins & Losses!

- Enhance Critical Thinking Skills: Understand why critical thinking is important and learn how to improve it for better, more informed decisions.
- Master Decision-Making Techniques: Gain practical knowledge of decision-making techniques and choose the right method for each situation.
- Solve Problems Effectively: Apply proven tools such as root cause analysis and Pareto analysis to resolve complex problems.
- Use Creativity as a Business Tool: Integrate creative problem-solving and lateral thinking to generate innovative business solutions.
- Achieve Better Results: Apply structured tools like the decision matrix and rational analysis to reach accurate, actionable outcomes.



Conclusion

This problem-solving and decision-making training equips participants with all the essential tools to think critically, analyze situations effectively, and make sound decisions. Whether you are looking to enhance your personal decision-making skills or seeking to improve your professional analytical capabilities, this course provides a comprehensive framework for mastering critical thinking and problem-solving in real-world situations.

Upon completing the course, you will be capable of identifying root causes, generating creative solutions, evaluating alternatives objectively, and applying decision-making methods that improve your performance and the performance of your organization.

Enroll today to take your critical thinking, creativity, and decision-making skills to a higher level — and become a confident, strategic problem solver.

