BLACKBIRD FOR TRAINING

Analytical Thinking and Problem Solving

2 – 6 August 2027
Brussels (Belgium)



Analytical Thinking and Problem Solving

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Introduction

This course addresses analytical thinking and problem-solving as practical skills that help employees and team leaders deal with complex situations in a more organized and clear manner. Daily decisions in the workplace do not depend on experience alone. They also require the ability to read information, understand causes, set priorities, and identify suitable solutions based on logical analysis.

The course focuses on moving from quick reactions to problem symptoms toward a deeper understanding of root causes. It helps participants use simple and effective analytical tools to break down problems, collect information, evaluate alternatives, and select solutions that fit the situation.

The content is delivered through practical workplace scenarios and applied exercises that improve thinking methods, reduce random decision-making, and turn problems into clear steps that can be handled, implemented, and followed up within the work environment.

Course Objectives

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

- Understand the concept of analytical thinking and its role in improving decision quality.
- Analyze problems in a structured way instead of dealing only with symptoms.
- Identify causes of problems using practical tools and methods.
- Collect relevant information and connect it to the context of the problem.
- Distinguish between facts, assumptions, and personal impressions.
- Use logical thinking to evaluate alternatives and solutions.
- Prioritize issues when dealing with more than one problem at the same time.
- Apply root cause analysis tools in workplace situations.
- Develop realistic solutions that can be implemented and monitored.
- Assess the risks related to each solution before approval.
- Improve discussion and dialogue skills when analyzing problems with the team.
- Prepare an action plan to address a specific problem and follow up on its results.



Course Outlines

Day 1: Building an Analytical Thinking Approach.

- Concept of analytical thinking in the workplace.
- Difference between quick thinking and structured thinking.
- How thinking patterns affect decision quality.
- Distinguishing between the problem, the symptom, and the outcome.
- Common types of administrative and operational problems.
- Role of data and observations in understanding the situation.
- Thinking errors that may affect analysis.
- Practical exercise on reformulating a problem clearly.

Day 2: Understanding the Problem and Collecting Information.

- Defining the scope and boundaries of the problem.
- Formulating the problem accurately and in a way that can be analyzed.
- Identifying the parties affected by the problem.
- Collecting information from different sources within the workplace.
- Distinguishing between important information and irrelevant information.
- Organizing data and observations before starting the analysis.
- Using the right questions to understand the details of the situation.
- Practical application of analyzing a workplace problem using available information.

Day 3: Cause Analysis and Root Identification.

- Concept of root cause and its importance in problem-solving.
- Difference between the direct cause and the real cause.
- Using sequential questioning to reach the source of the problem.
- Analyzing relationships between causes and outcomes.
- Using cause-and-effect diagrams in problem analysis.
- Identifying human, procedural, and operational factors.
- Testing the validity of causes before moving to solutions.
- Practical workshop on analyzing a recurring problem and identifying its root causes.

Day 4: Developing Solutions and Evaluating Alternatives.

- Turning analysis results into practical options.
- Generating multiple solutions instead of relying on one option.
- Evaluating alternatives based on cost, time, impact, and risk.
- Selecting the solution most suitable for the nature of the problem.
- Dealing with organizational constraints when choosing a solution.
- Building clear criteria for comparing alternatives.
- Preparing an initial implementation plan for the selected solution.
- Case study on comparing alternatives and selecting the most suitable solution.



Day 5: Implementing Solutions and Following Up on Results.

- Turning the solution into an actionable plan.
- Defining responsibilities, tasks, and timelines.
- Setting indicators to measure solution success.
- Following up on implementation and detecting deviations early.
- Handling resistance to change during problem-solving.
- Documenting lessons learned from the problem.
- Preparing a follow-up model to improve future decisions.
- Final application of analyzing a problem and preparing a complete corrective action plan.

Why Attend this Course: Wins & Losses!.

- Improve the ability to understand problems before making decisions.
- Reduce reliance on guessing or personal impressions.
- Develop the ability to analyze causes instead of treating symptoms.
- Use practical tools that help organize thinking.
- Improve decision quality in complex situations.
- Strengthen the ability to evaluate alternatives and risks.
- Improve group discussions during problem analysis.
- Deal with pressure in a calmer and more structured way.
- Build solutions that can be implemented and followed up on.
- Reduce recurring problems by addressing root causes.
- Improve work efficiency and reduce time wasted on ineffective solutions.
- Support a culture of continuous improvement within the team and organization.

Conclusion

This course provides a practical framework for developing analytical thinking and problem-solving skills through clear steps that begin with understanding the problem, collecting information, analyzing causes, evaluating alternatives, implementing the solution, and following up on results.

The program focuses on building a structured thinking approach that helps participants deal with daily workplace situations with greater awareness. Instead of moving directly to solutions, participants are trained to verify the nature of the problem, understand its real causes, and then select the right solution based on clear criteria.

The course also improves the quality of team dialogue because problem-solving is often not done individually. It requires sharing information, asking the right questions, evaluating different views, and turning discussion into a practical action plan.

By the end of the course, participants will be better able to analyze problems logically, make better decisions, reduce repeated mistakes, and build practical solutions that support organizational performance and improve daily work results.

