

# Critical Thinking, Problem Solving and Decision Making Techniques

*Kuala Lumpur (Malaysia)*

*20 - 24 October 2025*

UK Training

# PARTNER



## Critical Thinking, Problem Solving and Decision Making Techniques

Code: PS28 From: 20 - 24 October 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

We are continuously confronted with problems that require us to make decisions. Most decisions are reached without requiring any complex decision-making process: We're hungry? We decide to eat. Some problems are more complex, like deciding how to prioritize our work, or understanding why a process failed and deciding what to do about it; these require a rational approach to problem-solving. Often, things get even more complicated, or our decisions could have an important impact on our lives, careers, or the lives of those around us; that is where we must have the ability to think critically and make sure there is no flaw in our logic. At other times the problem is so unusual that it defies rational and critical thinking; these are the times when creative problem-solving becomes an invaluable tool.

In this course, we will cover all these important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practice during the sessions and that can help you at work or in life, and from the most mundane situations to the most difficult or unusual ones.

### Course Objectives of Best Practices in Problem Solving, Decision-Making & Creativity

- Build and expand decision-making, critical thinking, and creative problem-solving skills.
- Apply logical and creative approaches to solving problems and making decisions.
- Use traditional and creative tools for identifying causes and generating solutions.
- Employ creativity and lateral thinking as business tools.
- Analyze and solve actual problems facing them at work.
- Demonstrate and build credibility with upper management.
- Develop strategic approaches to problem solving and decision-making.

### Best Practices in Problem Solving, Decision-Making & Creativity Course Outlines

#### Day 1

##### Problem-solving and decision making

- Definition of "problem".
- Definition of "problem-solving".
- Definition of "decision making".
- Creative problem-solving and decision-making.
- The helicopter view.
- Problem diagnosis.
- Defining the opportunity or problem.
- The link between causes and symptoms.

A chessboard with several pieces, including a king, a queen, and a pawn, set against a background of concentric circles.

UK Training  
**PARTNER**

- Problem deviation.
- The right decisions at the right time.

## Day 2

### The rational approach to problem-solving Kepner & Tregoe

- Defining the problem.
- Writing a problem statement.
- Techniques for recognizing problems.
- Six important questions to clear out.
- The rational approach.
- Kepner & Tregoe.

## Day 3

### Problem analysis supplementary tools

- Root cause analysis.
- Creative problem-solving and decision-making.
- The five-why process.
- The cause and effect diagram.
- The fishbone diagram.
- Pareto analysis.

## Day 4

### Decision-making supplementary tools

- Effective decision-making.
- Why-Why and how-how analysis.
- The how-how method.
- Choice making.
- The decision analysis worksheet.
- The Kepner & Tregoe method for analyzing alternatives.
- Use of the matrix.
- Effective decision-making.
- The decision-making matrix.
- Definition of "consensus".

## Day 5

### Creativity and problem-solving

- The need for thinking skills.
- Mental structures of college students.
- Stages in problem-solving and decision-making.
- The human brain.
- Understanding the two hemispheres of the brain.
- Critical thinking.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training  
**PARTNER**

- Lateral thinking.
- Mental blocks to creative thinking.
- Brainstorming.
- The six thinking hats.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

- Professional Skills
- Finance, Accounting, Budgeting
- Media & Public Relations
- Project Management
- Human Resources
- Audit & Quality Assurance
- Marketing, Sales, Customer Service
- Secretary & Admin
- Supply Chain & Logistics
- Management & Leadership
- Agile and Elevation

### Technical Courses

- Hospital Management
- Public Sector
- Special Workshops
- Oil & Gas Engineering
- Telecom Engineering
- IT & IT Engineering
- Health & Safety
- Law and Contract Management
- Customs & Safety
- Aviation
- C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

