



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Advanced Problem Solving & Decision Making

Code	City	Hotel	Start	End	Price	Language - Hours
289	Florence (Italy)	Hotel Meeting Room	2025-01-13	2025-01-17	5450 €	En - 25

The Course

Why do some people find problem solving an exciting challenge, where others find it stressful? How do some managers make quick and productive decisions while others put off crucial decisions until the last minute? Which of the two statements best describes your attitude to problem solving and decision making? The answer to the first two questions is that the first group of people work through a tried and tested methodology in order to improve their effectiveness and efficiency in finding solutions and route maps to get things done.

These skills can be learned and this five day programme investigates in detail how you can be a proactive team player in both problem solving and decision making. This highly interactive and fun course takes a step by step journey through the pathways of moving your organisation from identifying the route of the problem, creating solutions and turning them into workable decisions.

The Process

The seminar is carefully designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes training fun filled, fast-paced, challenging and empowering. This seminar uses the cutting edge skills of Neuro-Linguistic Programming and Emotional Intelligence to open your mind to how people think.



The Core Competencies

Participants will develop the following competencies:

- NLP and Emotional Intelligence
- Problem Solving tool kit
- Creativity
- Management processes
- Communication
- Building and Leading Teams
- Flexibility and versatility
- Effective decision making skills

The Programme Content

Day One

The Psychology of Problem Solving and Decision Making

- Group problem solving exercise
- Introduction: Why study problem solving and decision making
- A synopsis of psychological thought
- Values, Problem Solving and Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- What psychological type reveals about me and my preferences
- Using a team approach to encourage lateral thinking: ZIGZAG model
- Individual or group decision making: case studies

Day Two



Developing Decision Making Skills

- Using your left brain & right brain to make decisions
- Split brain theory for developing effective problem solving skills
- Developing openness to new ideas in making decisions
- Promoting idea mobility in teams
- Understanding the creative solving process in individuals and teams
- IDEAL problem solving approach

Day Three

Applying Effective Decision Making Skills in the Workplace

- Encouraging creative problem solving for continuous improvement
- Removing blocks to creative problem solving
- Convergent versus Divergent Thinking
- Divergent Thinking Skills for solving problems
- Using SCAMPER techniques to approach problem solving
- Applying SCAMPER techniques to make effective decisions

Day Four

Making Mental Blocks to Decision Making a Thing of the Past

- Challenging self-imposed assumptions
- Thinking outside the box
- Increasing new ideas
- Getting people behind your
- Evaluating new ideas
- Creative leadership during problem solving and decision making sessions



Day Five

Effective Leadership and the Dynamic Problem Solving Team

- Ensuring alignment with corporate mission
- Encouraging self-initiated activity
- Endorsing Unofficial activity
- Enhancing Serendipity
- Importance of appreciating diverse stimuli
- Practicing within-company communication for problem solving
- Developing a personal action plan



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.