Haward Technology Middle East

COURSE OVERVIEW SS0210-4D
Problem Solving & Decision Making

Course Title
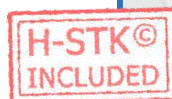Problem Solving & Decision Making

Course Reference
SS0210-4D

Course Duration/Credits
Four days/2.4 CEUs/24 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	January 08-11, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	April 29-May 02, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
3	July 01-04, 2024	Business Center, Concorde Hotel Doha, Doha, Qatar
4	October 14-17, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

The course participants will be introduced to the concepts and principles associated with problem solving and decision-making in general and the application of creativity as a tool in particular.

The course attendees will know their applications in real-life situations. The course themes will highlight the main aspects of problem quantification, demarcation and classification, and address decision- making tools and techniques. The course attendees will be trained to understand creativity as an application tool and practice its use in problem solving and decision making in their work environment and day-to day life affairs. The course will further bring to light associated factors, which diversely or positively influence the decision-making strategies in terms of process, time, resource allocation, opportunity capture, technology and synergy. The course will attempt to enhance the know - how of participants through benchmarking analogies drawn from best-practice cases from the local and regional scenes relating to some decision-making aspects such as paradigm analysis, process mapping, mind maps, benchmarking, statistics and risk analysis techniques, etc.

The course will present an overview of the decision-making process from the data gathering and analysis, to structure and functionality, down to strategic and corporate techniques and tools. The course participants will learn the application of the concept of decision costing, and the value of knowledge management as key and critical prerequisites of efficient problem solving.

The delivery approach will adopt various tools and techniques that will enhance learning and ensure the transfer of expertise from the classroom to the job environment. The approach will employ interaction, participation, case studies, exercises, videos, role-plays, real-life situations, quizzes, discussions, etc. to bring the learning points home, and ascertain that learning and not teaching have taken place.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on problem solving and decision making
- Carryout techniques of recognizing problems and information analysis
- Identify the difference between causes and symptoms
- Recognize problem analysis tools, decision making tools and people problems and solutions
- Implement proper analysis and solution of real life problems
- Employ various application of problems solving and decision making skills at work
- Recognize the origin and definition of creativity and identify its components
- Identify, define and analyze problem demarcation
- Explain problem categorization and the competence analog
- Classify problems as to cognitive, behavioral and material
- Apply creativity in real-life problem situations
- Employ the different problem solving strategies
- Use the various decision making tools and techniques
- Describe the influence and role of technology in problem solving and decision making
- Determine the cost of decision making
- Make an effective personal implementation plan

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course covers systematic techniques and methodologies on creative problem solving and decision making techniques for first line supervisor, specialists and supervisors (Grade 11-14).

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Abu Dubai	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**US$ 5,500** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward Technology is accredited by the following international accreditation organizations:-

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Mervyn Frampton is a **Senior Management Consultant** with over **30 years** of industrial experience within the **Oil & Gas**, **Refinery**, **Petrochemical** and **Utilities** industries. His expertise lies extensively in the areas of **Influencing & Leadership Skills**, Developing an **Effective Team**, **Emotional Intelligence**, **Strategic Decision Making** and **Creative Problem Solving & Decision Making**, **High Performance Management**, **Change Management**, **Creativity & Innovation**, **Leadership** Skills, **Customer Satisfaction**, **Coaching & Mentoring**, **Team Building**, **Stress Management**, **Time Management**, **Enterprise Risk Management**, **Managing Stress & Pressure at Work**, **Technical Report Writing**, Human Resource Management (**HRM**), Human Resource Development (**HRD**) Training, Quality Management System (**QMS**), **Change** Management, **Project** Management, **Contract** Management, **Business** Management, **Time** Management, **Performance** Management, **Performance Appraisal**, **Managing Problem Situations & Dealing With Difficult People**, **Leading Multicultural Teams & Managing Diversity**, **Lean Thinking and Six Sigma**, **360 Feedback Assessment**, **Strategic Leader**, **Time Management** Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Operations Management, Procurement Management and **Project Management Planning & Control Techniques**.

During his career life, Mr. Frampton held significant positions as the **Site Engineering Manager**, **Senior Project Manager**, **Project Engineering Manager**, **Construction Manager**, **Site Manager**, **Area Manager**, **Procurement Manager**, **Factory Manager**, **Technical Services Manager**, **Senior Project Engineer**, **Project Engineer**, **Assistant Project Manager**, **Handover Coordinator** and **Engineering Coordinator** from various international companies such as the **Fluor Daniel**, **KBR** South Africa, **ESKOM**, MEGAWATT PARK, CHEMEPIC, PDPS, CAKASA, **Worley Parsons**, Lurgi South Africa, **Sasol**, **Foster Wheeler**, **Bosch** & **Associates**, **BCG** Engineering Contractors, Fina Refinery, Sapref Refinery, Secunda Engine Refinery just to name a few.

Mr. Frampton has a **Bachelor's degree** in **Industrial Chemistry** from **The City University** in **London**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and has delivered numerous trainings, courses, workshops, conferences and seminars internationally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**The Nature of Creativity** *Origins • Definitions • Components*
0930 – 0945	*Break*
0945 – 1100	**Problem Demarcation** *Problem Identification • Techniques of Recognizing Problems • Problem Definition*
1100 – 1230	**Problem Demarcation (cont'd)** *Problem Analysis • Information Analysis • Problem Analysis Tools*
1230 – 1245	*Break*
1245 - 1420	**Problem Categorization- The Competence Analogy** *Difference between Cause & Symptoms • Decisions in an Unstable Environment*
1420 - 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**Problem Solving**
0930 – 0945	*Break*
0945 – 1100	**Problem Classification: Cognitive, Behavioral, Material**
1100 – 1230	**Creativity Applications in Real-Life Problem Situations** *Paradigm Shift • Industry • Learning and Intelligence • Society : Emotional Intelligence*
1230 – 1245	*Break*
1245 - 1420	**Creativity Applications in Real-Life Problem Situations (cont'd)** *People Problems & Solutions • Analysis & Solution of Real Life Problems*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**Decision Making** *Environment • Time • Resources: Human, Financial and Material • The Value of Ethics • Application Problems Solving & Decision Making Skills at Work*
0930 – 0945	*Break*
0945 – 1100	**Decision Making Tools & Techniques** *Data and Information: Gathering, Classifying and Analyzing • Knowledge*
1100 – 1230	**Decision Making Tools & Techniques (cont'd)** *Management • Benchmarking • Mind Maps and Process Map • Statistics*

1230 – 1245	Break
1245 - 1420	The Influence & Role of Technology
1420 – 1430	Recap
1430	Lunch & End of Day Four

Day 4

0730 – 0930	The Cost of Decision Making Tangibles • Intangibles • Individual, Social and Global • Corporate and Centre • Strategic versus Operational
0930 – 0945	Break
0945 – 1100	A Total Review of Course Themes
1100 – 1230	Summary of Learning Points
1230 – 1245	Break
1245 – 1345	The Personal Implementation Plan
1345 - 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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