

COURSE OVERVIEW SS0210
Problem Solving & Decision Making

Course Title

Problem Solving & Decision Making

Course Date/Venue

September 29-October 03, 2024/Meeting Plus 9, City Centre Rotana Doha, Doha, Qatar

Course Reference

SS0210



Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

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 problem solving and decision making skills
- 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 conveniently saved in a **Tablet PC**.*

Who Should Attend


This course provides an overview of all significant aspects and considerations of problem solving and decision making skills for engineers and technical professionals, managers at all levels, from supervisors and middle managers to top executives. The course will be of value and benefit to employees and support staff who participate substantially and who are involved in creative problem analysis and sound decision-making.

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


Certificates are accredited by the following international accreditation organizations: -

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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 **3.0 CEUs** (Continuing Education Units) or **30 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.

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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. Pan Kidis, MBA, BSc, is a **Senior Management Consultant** with over **30 years** of extensive experience in **Problem Analysis, Techniques of Recognizing Problems Information Analysis, Emotional Intelligence, People Problems & Solutions, Problem Analysis, Techniques of Recognizing Problems Information Analysis, Emotional Intelligence, Strategic Decision Making and Creative Problem Solving & Decision Making, Project Scheduling & Cost Control, Project Planning, Scheduling & Cost**

Control Professional, Production Planning & Scheduling, Administration Skills, Office Management Skills, Survey Skills, Interviewing Skills, Interpersonal Skills, Communication Skills, Negotiation Skills, Presentation Skills, Manager Skills, Supervisory & Management Skills, Counselling Skills, Leadership Skills, Office Management, Code of Conduct, Train the Trainer, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in **Cash Flow Management, Decision Making Techniques, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation.** He is currently the **Business Analyst** of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece.** Further, he is a **Certified Instructor/Trainer,** a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

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

US\$ 6,000 per Delegate. 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 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: Sunday, 29th of September 2024

0730 - 0800	<i>Registration & Coffee</i>
0800 - 0815	<i>Welcome & Introduction</i>
0815 - 0830	PRE-TEST
0830 - 0930	<i>The Nature of Creativity Origins • Definitions</i>
0930 - 0945	<i>Break</i>
0945 - 1100	<i>The Nature of Creativity (cont'd) Components</i>
1100 - 1230	<i>Problem Demarcation Problem Identification • Techniques of Recognizing Problems</i>
1230 - 1245	<i>Break</i>
1245 - 1420	<i>Problem Demarcation (cont'd) Problem Definition • Problem Analysis • Information Analysis • Problem Analysis Tools</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2: Monday, 30th of September 2024

0730 - 0930	<i>Problem Categorization- The Competence Analogy Difference between Cause & Symptoms • Decisions in an Unstable Environment</i>
0930 - 0945	<i>Break</i>
0945 - 1100	Problem Solving

1100 – 1230	Problem Solving (cont'd)
1230 – 1245	Break
1245 – 1420	Problem Classification: Cognitive, Behavioral, Material
1420 – 1430	Recap
1430	Lunch & End of Day Two

Day 3: Tuesday, 01st of October 2024

0730 – 0930	Creativity Applications in Real-Life Problem Situations Paradigm Shift • Industry • Learning and Intelligence • Society : Emotional Intelligence • People Problems & Solutions • Analysis & Solution of Real Life Problems
0930 – 0945	Break
0945 – 1100	Decision Making Environment • Time
1100 – 1230	Decision Making (cont'd) Resources: Human, Financial and Material • The Value of Ethics • Application Problems Solving & Decision Making Skills at Work
1230 – 1245	Break
1245 – 1420	Decision Making Tools & Techniques Data and Information: Gathering, Classifying and Analyzing • Knowledge
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday, 02nd of October 2024

0730 – 0930	Decision Making Tools & Techniques (cont'd) Management • Benchmarking • Mind Maps and Process Map • Statistics
0930 – 0945	Break
0945 – 1100	The Influence & Role of Technology
1100 – 1230	The Cost of Decision Making Tangibles • Intangibles • Individual, Social and Global
1230 – 1245	Break
1245 – 1420	The Cost of Decision Making (cont'd) Corporate and Centre • Strategic versus Operational
1420 – 1430	Recap
1430	Lunch & End of Day Four

Day 5: Thursday, 03rd of October 2024

0730 – 0930	A Total Review of Course Themes
0930 – 0945	Break
0945 – 1100	Summary of Learning Points
1100 – 1230	Summary of Learning Points (cont'd)
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

Reem Dergham, Tel: +974 4423 1327, Email: reem@haward.org