



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Problem Solving and Decision Making

3 day course

Classroom, online or in-house

Course overview

Organisations spend a great deal of effort solving the wrong problem well, because the first plausible explanation arrives quickly and everybody moves to action before anybody has tested it. This course slows that first step down. Delegates work through problem definition and separating a symptom from a cause, structured techniques for getting to a root cause rather than to the most convenient one, and generating options beyond the two that were obvious at the start. Decision criteria are set before options are scored, since deciding the criteria afterwards produces the answer somebody already wanted. Risk and unintended consequences are assessed. Group decision making and its failure modes are covered. The course closes on implementation and on reviewing whether the decision worked.

What you will learn

- Define a problem and separate a symptom from a cause
- Apply structured techniques to reach a genuine root cause
- Generate options beyond the obvious two
- Set decision criteria before scoring options
- Assess risk and unintended consequences of a preferred option
- Manage group decision making and its failure modes
- Implement a decision and review whether it worked

Who should attend

- Managers and supervisors at any level
- Technical and professional staff solving recurring problems
- Improvement and quality teams
- Project and operations personnel
- Anyone who chairs a decision making group

Course outline

- 01 Solving the wrong problem well
- 02 Problem definition
- 03 Symptoms against causes
- 04 Structured root cause techniques
- 05 Generating real options
- 06 Criteria before scoring
- 07 Risk and unintended consequences
- 08 Group decisions, implementation and review

Upcoming dates

Dates	Venue	Format	Fee per delegate
18 to 20 November 2026	Online	Online	R6,500
23 to 25 November 2026	Cape Town, South Africa	Classroom	R14,950
24 to 26 February 2027	Durban, South Africa	Classroom	R14,950

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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