Collaborative Problem Solving and Decision-Making Training

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s dynamic workplace, the ability to solve problems collaboratively and make effective decisions is a crucial skill for success. Organizations face complex challenges that require employees to think critically, work together, and make strategic choices. However, many teams struggle with ineffective communication, lack of alignment, and poor decision-making processes, which lead to costly mistakes and inefficiencies. This training, "Collaborative Problem Solving and Decision-Making," is designed to help employees and leaders develop structured approaches to teamwork, problem-solving, and making high-impact decisions.

Collaboration fosters innovation, efficiency, and stronger workplace relationships, while effective decision-making ensures long-term business growth. Teams that can analyze problems objectively, evaluate multiple perspectives, and apply logical frameworks create better solutions and drive organizational success. This course equips participants with the necessary skills to navigate challenges, resolve conflicts, and optimize group decision-making for maximum impact.

By integrating critical thinking, analytical reasoning, and group dynamics, employees can enhance their problem-solving capabilities, make informed decisions, and contribute more effectively to business goals. The training provides a structured methodology to identify root causes, develop creative solutions, and ensure seamless decision implementation. Through hands-on exercises, real-world case studies, and interactive discussions, participants will learn to foster collaborative work environments that enhance performance and innovation.

Whether you are a team leader, manager, or an individual contributor, this training will empower you to make better decisions, improve teamwork, and solve problems strategically. Organizations that cultivate a culture of collaboration and data-driven decision-making gain a competitive advantage in today’s fast-paced business landscape.

Programme Curriculum

Collaborative Problem Solving and Decision-Making Training

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5 Days

Course Objectives

1. Understand the fundamentals of collaborative problem-solving and decision-making.
2. Develop structured approaches for analyzing and solving complex challenges.
3. Apply critical thinking techniques to improve decision-making.
4. Enhance team communication and conflict resolution for better collaboration.
5. Identify and eliminate biases that affect decision-making.
6. Use data and evidence-based approaches to evaluate solutions.
7. Improve adaptability in decision-making under uncertainty and pressure.
8. Strengthen leadership and teamwork skills for better collaboration.
9. Implement frameworks such as the PDCA (Plan-Do-Check-Act) and Six Thinking Hats for structured problem-solving.
10. Apply real-world case studies to develop hands-on experience in collaborative decision-making.

Organizational Benefits

1. Increased efficiency and productivity through structured decision-making.
2. Enhanced innovation and creativity by fostering team collaboration.
3. Reduced workplace conflicts through improved problem-resolution skills.
4. Faster and more informed decision-making across all departments.
5. Stronger teamwork and communication leading to higher employee engagement.
6. Reduced risk of costly mistakes by applying logical frameworks.
7. Improved leadership and employee confidence in handling challenges.
8. Higher adaptability to changes in business environments.
9. Development of a problem-solving culture that drives continuous improvement.
10. Competitive advantage through better strategic planning and execution.

Target Participants

- Managers and team leaders who need to improve decision-making processes.
- HR professionals handling conflict resolution and workplace collaboration.
- Project managers overseeing cross-functional team operations.
- Business executives making strategic decisions.
- Customer service professionals managing client issues.
- Sales and marketing teams analyzing trends and customer needs.
- Employees at all levels who want to enhance their problem-solving skills.
- Entrepreneurs and business owners looking to improve operational efficiency.
- Nonprofit and government professionals involved in policy-making and problem-solving.
- Anyone interested in improving teamwork, critical thinking, and decision-making.

Course Outline

Module 1: Foundations of Collaborative Problem-Solving

1. Understanding the psychology of problem-solving and decision-making.
2. Key principles of collaboration in professional settings.
3. The role of emotional intelligence in group problem-solving.
4. Overcoming common barriers to effective teamwork.
5. Case Study: How a Fortune 500 Company Overcame a Major Crisis Through Collaboration.

Module 2: Structured Decision-Making Frameworks

1. Introduction to decision-making models (Rational Model, Bounded Rationality, etc.).
2. Applying the PDCA (Plan-Do-Check-Act) cycle for continuous improvement.
3. Using the Six Thinking Hats method for multi-perspective decision-making.
4. Evaluating risks and rewards in decision-making.
5. Case Study: How Data-Driven Decision-Making Transformed a Tech Startup.

Module 3: Critical Thinking and Problem Analysis

1. Breaking down complex problems using **Root Cause Analysis**.
2. Identifying assumptions and biases in decision-making.
3. Developing logical reasoning and analytical skills.
4. The importance of asking the right questions.
5. Case Study: Why Kodak Failed – The Importance of Adaptive Decision-Making.

Module 4: Team Communication and Conflict Resolution

1. Effective communication techniques for collaborative problem-solving.
2. Active listening and constructive feedback in team discussions.
3. Managing conflicts constructively in decision-making teams.
4. Understanding different team roles and dynamics.
5. Case Study: How Pixar's Collaborative Culture Drives Creativity.

Module 5: Implementing Solutions and Evaluating Results

1. Turning decisions into actionable strategies.
2. Monitoring and measuring the effectiveness of implemented solutions.
3. Adapting and improving decisions based on feedback.
4. Handling resistance to change in decision implementation.
5. Case Study: How Toyota's Lean Problem-Solving Model Optimized Production.

Module 6: Future-Proofing Decision-Making and Problem-Solving Skills

1. Developing adaptability and agility in decision-making.
2. Using AI and technology in data-driven decision-making.
3. Encouraging a culture of continuous learning and improvement.
4. Ethical decision-making in a rapidly evolving business landscape.
5. Case Study: The Role of Ethical Decision-Making in Facebook's Business Strategy.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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