



# دورة استراتيجيات فعالة لحل المشاكل واتخاذ القرارات بأسلوب منظم وهدروس



**AGILE LEADERS**  
Training Center

05 - 09 Jan 2027  
الدار البيضاء



## دورة استراتيجيات فعالة لحل المشاكل واتخاذ القرارات بأسلوب منظم ومهروس

الرجوع: 36194\_15192 التاريخ: 05 - 09 Jan 2027 الموقع: الدار البيضاء الرسوم: Euro 4100

### The Art of Systematic Problem Solving & Decision Making Overview:

This course is meticulously designed to empower professionals with the art and science of systematic problem solving and decision making. Over the duration, participants will delve into identifying irregularities, dissecting problems through various analytical lenses, and crafting innovative solutions. Key methodologies such as the Correction Tingle Identify, Analyze, Solve, Ishikawa Fishbone Diagram, Pareto Rule 80/20, Root Cause Analysis, and the 5 Whys approach will be explored in depth. Additionally, creative and strategic thinking frameworks such as Divergent vs. Convergent Thinking, Lateral Thinking, the SCAMPER Approach, and De Bono's Six Thinking Hats will be covered. This course combines theory with practical application, ensuring that participants leave with a robust toolkit for addressing and solving complex challenges in their professional environments.

### Target Audience:

- Senior Managers
- Team Leaders
- Process Improvement Specialists
- Operational Staff
- Project Managers
- Strategic Planners

### Targeted Organizational Departments:

- Operations
- Quality Assurance
- Human Resources
- Strategic Planning
- Project Management

### Targeted Industries:

- Manufacturing
- Healthcare
- IT and Software Development
- Financial Services
- Logistics and Supply Chain

## Course Offerings:

By the end of the course, participants will be able to:

- Systematically identify and define problems using the Correction Tingle.
- Apply Ishikawa and Pareto analyses for problem dissection and prioritization.
- Conduct thorough Root Cause Analysis and employ the 5 Whys for deeper insights.
- Utilize Poka Yoke for creating error-proof processes.
- Generate innovative solutions using Divergent and Convergent Thinking.
- Apply Lateral Thinking and the SCAMPER Approach for creative problem-solving.
- Make informed decisions quickly with insights from Thinking Fast and Slow.
- Facilitate effective team discussions and decisions using De Bono's Six Thinking Hats.

## Training Methodology:

This course employs a blend of case studies, group work, interactive sessions, and practical exercises to ensure a comprehensive learning experience. It emphasizes real-world application of concepts, encouraging participants to engage actively and reflect on their learnings. The use of diverse methodologies ensures that all types of learners are engaged and able to apply the concepts in their professional lives.

## Course Toolbox:

Participants will receive:

- Workbooks and reading materials for deep dives into key concepts.
- Access to online resources for continued learning post-course.
- Checklists and templates for implementing frameworks like Ishikawa and Pareto Analysis.
- Practical guides for the SCAMPER Approach and Six Thinking Hats.

## Course Agenda:

### Day 1: Foundations and Identifying Problems

- Introduction to Systematic Problem Solving & Decision Making Topic 1:
- Defining Irregularities and Problems in the Workplace Topic 2:
- The Correction Tingle: Identify, Analyse, Solve Methodology Topic 3:
- Implementing the 5S Approach for Organizational Efficiency Topic 4:
- Running Diagnoses: Continuous Improvement and Monitoring Topic 5:



## Day 2: Problem Analysis Techniques

- Dissecting Reasons with Ishikawa Fishbone Diagram Topic 1: •
- Applying the Pareto Rule 80/20 for Prioritizing Issues Topic 2: •
- Introduction to Root Cause Analysis for In-Depth Problem Solving Topic 3: •
- The 5 Whys Approach: Peeling the Layers of a Problem Topic 4: •
- Exploring the Concept of "5 Wives One Husband" in Problem Analysis Topic 5: •

## Day 3: Mistake Proofing and Preventive Measures

- Poka Yoke: Principles of Mistake Proofing Topic 1: •
- Advanced Techniques in Poka Yoke for Process Improvement Topic 2: •
- Integrating 5S and Poka Yoke for Operational Excellence Topic 3: •
- Case Study: Successful Implementation of Poka Yoke in Industry Topic 4: •
- Workshop: Designing a Poka Yoke Solution for a Real-World Problem Topic 5: •

## Day 4: Deep Dive into Root Cause Analysis and Ishikawa

- Mastering Root Cause Analysis: Tools and Techniques Topic 1: •
- Advanced Ishikawa Diagram: Beyond the Basics Topic 2: •
- Linking Root Cause Analysis with Ishikawa for Comprehensive Insights Topic 3: •
- Group Exercise: Applying RCA and Ishikawa to Workplace Scenarios Topic 4: •
- Discussion: Overcoming Challenges in Root Cause Identification Topic 5: •

## Day 5: Integrating Learning and Developing Solutions

- Recap: From Identifying Problems to Analyzing Root Causes Topic 1: •
- Divergent and Convergent Thinking in Solution Development Topic 2: •
- Applying Lateral Thinking to Break Out of Traditional Mindsets Topic 3: •
- Workshop: Creating Innovative Solutions with SCAMPER and Six Thinking Hats Topic 4: •
- Action Planning: Applying Course Learnings to Your Professional Context Topic 5: •

## How This Course is Different from Other Personal & Self-Development Training Courses:

- "The Art of Systematic Problem Solving & Decision Making" stands out by offering a holistic approach to problem solving and decision-making, blending traditional analytical techniques with innovative thinking methodologies. Unlike other courses, it provides participants with a comprehensive toolkit, enabling them to tackle complex problems in a structured yet creative manner. The course's emphasis on practical application ensures that participants can immediately apply their learnings in their professional environment, leading to tangible improvements in their decision-making and problem-solving capabilities.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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