



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



**AGILE LEADERS**  
Training Center

02 - 06 Feb 2027  
ميلان

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

المرجع: 36194\_15239 التاريخ: 02 - 06 Feb 2027 الموقع: ميلان الرسوم: Euro 5700

### 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

|                                                    |                                                     |
|----------------------------------------------------|-----------------------------------------------------|
| الدورات التدريبية في مجال البيئة والاستدامة        | دورات إدارة الجودة وتطوير العمليات                  |
| دورات إدارة و تحليل البيانات ودورات علم البيانات   | دورات إدارة و تطوير الموارد البشرية                 |
| دورات الذهن السيرياني ودورات تقنية المعلومات       | دورات الاتصال الجماهيري و السياسات والعلاقات العامة |
| دورات التدريب القانوني والهشتريات والتعاقدات       | دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات |
| دورات الحوكمة وإدارة المخاطر والامتثال             | دورات السكرتارية و إدارة المكاتب                    |
| دورات الصحة والسلامة والذهن المهني                 | دورات الصيانة ودورات المجالات الهندسية المتنوعة     |
| دورات المحاسبة و التهويل و دورات الإدارة المالية   | دورات المهارات الشخصية وتطوير الذات                 |
| دورات في مجالات القيادة والإدارة                   | دورات معتمدة من قبل هيئات دولية                     |
| دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقية |                                                     |



## معدن التدريب

|                                      |                                         |                                    |
|--------------------------------------|-----------------------------------------|------------------------------------|
| أكر<br>غانا                          | أثينا<br>اليونان                        | أبوظبي<br>الإمارات العربية المتحدة |
| الجبيل<br>المملكة العربية السعودية   | استنبول<br>تركيا                        | أهستردام<br>هولندا                 |
| الرياض<br>المملكة العربية السعودية   | الدوحة<br>قطر                           | الدار البيضاء<br>المغرب            |
| المنامة<br>مملكة البحرين             | الكويت<br>الكويت                        | القاهرة<br>مصر                     |
| بانكوك<br>تايلند                     | باكو<br>أذربيجان                        | باريس<br>فرنسا                     |
| برلين<br>ألمانيا                     | برشلونة<br>إسبانيا                      | براغ<br>جمهورية التشيك             |
| تيليسي<br>جورجيا                     | بوكيت<br>تايلاند                        | بورتو<br>البرتغال                  |
| جنيف<br>سويسرا                       | جاكارتا<br>جمهورية إندونيسيا            | تورنتو<br>كندا                     |
| روما<br>إيطاليا                      | حلي<br>الإمارات العربية المتحدة         | جوهانسبرغ<br>جنوب أفريقيا          |
| سنغافورة<br>سنغافورة                 | سان دييغو<br>الولايات المتحدة الأمريكية | زنجان<br>تنزانيا                   |
| شيكاغو<br>الولايات المتحدة الأمريكية | شرم الشيخ<br>مصر                        | سيول<br>كوريا الجنوبية             |
| طوكيو<br>اليابان                     | طشقند<br>أوزبكستان                      | طرابزون<br>تركيا                   |
| فرانكفورت<br>ألمانيا                 | عن بعد<br>منصة زووم                     | عمان<br>المملكة الأردنية الهاشمية  |



## مدن التدريب

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|--------------------------|---------------------------------------|--------------------|
| كيب تاون<br>جنوب افريقيا | كوالالمبور<br>ماليزيا                 | فيينا<br>النمسا    |
| لندن<br>المملكة المتحدة  | لشبونة<br>البرتغال                    | لانكاوي<br>ماليزيا |
| مسقط<br>سلطنة عمان       | هدريد<br>اسبانيا                      | ماربيا<br>اسبانيا  |
| ميونخ<br>ألمانيا         | ميلان<br>إيطاليا                      | مونترو<br>سويسرا   |
|                          | نيويورك<br>الولايات المتحدة الأمريكية | نيروبي<br>كينيا    |