TrainingConcepts

CUSTOMISED WORKSHOP · PROBLEM SOLVING & DECISION MAKING

Problem Solving *Skills*

Solve the right problem, at its root — and make it stick.

A highly interactive workshop that equips leaders and teams to frame the right problem, find its root causes, decide with confidence and make solutions stick — in a fast-moving, data-rich, AI-enabled workplace.

6 stages, one repeatable method

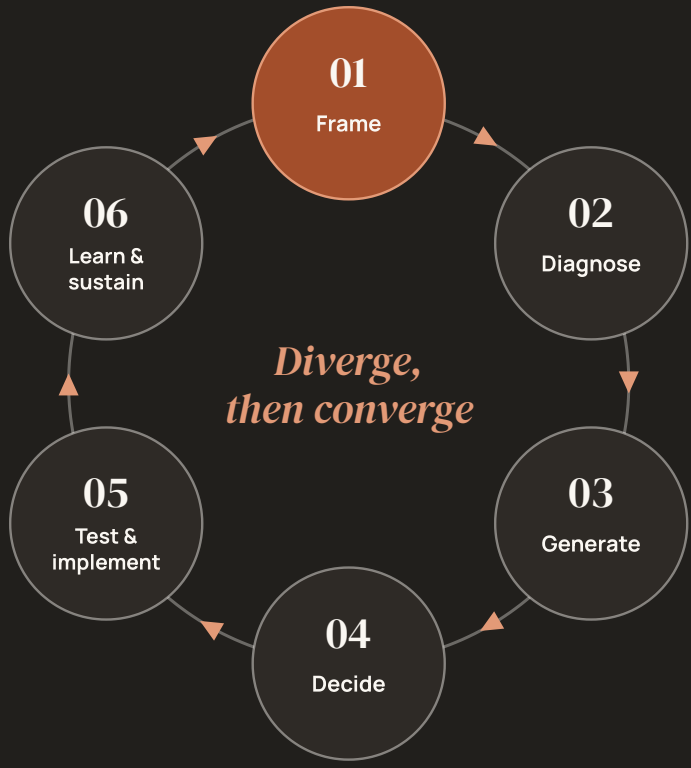
30 practical tools

2 days + follow-up clinic

1 real problem solved by each participant

In person, virtual or hybrid · Tailored to your organisation

ONE METHOD, SIX STAGES



What participants learn feeds the next problem — a cycle they can use again and again.

01 Why this workshop

> **“Today’s solution is tomorrow’s problem.”**

Analytical thinking is the skill employers value most, yet the problems people face today are faster, more connected and richer in data than ever, and increasingly shared with AI tools. Teams that jump to the first fix end up solving the same problem again and again.

This workshop gives your people a shared, practical method. They learn to sort a problem before solving it, diagnose with evidence rather than opinion, generate genuinely new options, decide with clear criteria, test small and make the result last.

WHO SHOULD ATTEND

Directors, managers, supervisors and team leaders; project and improvement teams; and specialists who solve problems with others — in any sector. Best taken as a team, so everyone shares one method and language.

02 What makes it different

- **Sort before you solve**
  Clear, complicated and complex problems each need a different approach.
- **Root causes, with evidence**
  Process maps, fishbone, 5 Whys and Pareto analysis — not guesswork.
- **Systems thinking**
  For problems that keep coming back after they have been “fixed”.
- **AI as a thinking partner**
  Used well and safely, with people accountable for every decision.
- **Better decisions**
  Bias checks, pre-mortems and reversible versus irreversible choices.
- **Test small, then scale**
  Plan–Do–Check–Act experiments before any full roll-out.

PARTICIPANTS WILL BE ABLE TO

- **Tell a problem from its symptoms**
  — and from a solution in disguise
- **Write a clear, measurable problem statement**
- **Choose the right tool for each stage**
  from a toolkit of 30
- **Lead inclusive problem-solving sessions**
  in the room, online or hybrid
- **Turn a decision into an owned, tested plan**
  with measures of success
- **Leave with a one-page A3 plan**
  for a real problem from your own work

03 One method, six stages, thirty tools

Each stage pairs a clear purpose with practical tools. Participants practise every tool on a shared case, then apply it to their own workplace problem.

STAGE 01

Frame the problem

Define the gap without implying a cause or a solution, and sort the problem type.

- Problem statement
- Cynefin
- Kipling 5W1H
- CATWOE
- Issue trees
- How Might We

STAGE 02

Diagnose the causes

Separate problems from symptoms and find root causes with evidence.

- Process map
- Fishbone
- 5 Whys
- Pareto 80/20
- Iceberg model
- Bias check

STAGE 03

Generate options

Move from analytical to creative thinking, and hear every voice.

- 1-2-4-All
- Brainwriting
- Assumption busting
- SCAMPER
- Reverse brainstorming
- Lotus blossom
- AI thinking partner

STAGE 04

Decide

Narrow down with explicit criteria and honest thinking about risk.

- Negative selection
- $100 test
- Impact–effort
- Weighted matrix
- NUF & PINC
- Pre-mortem

STAGE 05

Test & implement

Try it small, win support, then roll out with clear ownership.

- PDCA experiments
- Force-field
- Stakeholder map
- RACI
- Storyboard
- Kanban / Gantt

STAGE 06

Learn & sustain

Check results, lock in the gains and share what was learned.

- Leading & lagging indicators
- After action review
- Standard work
- A3 report

04 The programme

Day 1

Understand the problem

MORNING	**Foundations** Problem, symptom or solution? Sorting problems with Cynefin; participants introduce their own workplace problem.
MIDDAY	**Frame** Problem statements, Kipling questions, CATWOE, issue trees and How Might We questions.
AFTERNOON	**Diagnose** Process mapping, fishbone, 5 Whys, Pareto with live data, and a check for biased thinking.
CLOSE	**Capstone** Participants complete the first half of their A3 plan.

Day 2

Solve it and make it stick

MORNING	**Generate** 1-2-4-All, assumption busting, SCAMPER, lotus blossom and a hands-on AI session.
MIDDAY	**Decide** Negative selection, impact–effort, weighted decision matrix and a pre-mortem.
AFTERNOON	**Test, implement & sustain** PDCA experiments, force-field, RACI, indicators and after action reviews.
CLOSE	**Peer review** A3 plans reviewed in trios; personal commitments.

FOUR TO SIX WEEKS LATER

Follow-up clinic

A two-hour virtual session to share first results, work through obstacles and update each A3 plan — so learning turns into action back at work.

RUNNING THROUGH EVERY STAGE

Thinking traps

Confirmation bias, groupthink, anchoring and blame — spotted and countered.

RUNNING THROUGH EVERY STAGE

Responsible AI

Where AI helps at each stage, and five rules on data, verification and accountability.

RUNNING THROUGH EVERY STAGE

Psychological safety

Ground rules that let people name real problems without fear of blame.

05 Tailored to your organisation

Every group brings different work and different problems. A short preparation step shapes the workshop around yours.

STEP 1

Scoping call

We meet your sponsor to understand goals, recurring problems, culture and AI policy.

STEP 2

Participant pre-survey

A ten-minute survey captures roles, confidence at each stage and the problems people want to solve.

STEP 3

Your cases

Scenarios and exercises are built from your own context, anonymised where needed.

STEP 4

The right tool mix

Core tools for every group, with others chosen to suit your sector and challenges.

SECTOR FOCUS · TYPICAL CHALLENGES

Public sector	Slow approvals, service backlogs, inter-agency coordination
Healthcare	Waiting times, patient flow, handover errors
Manufacturing & logistics	Defects, downtime, late deliveries
Financial services	Complaints, compliance findings, manual reconciliation
Education	Student engagement, staff workload, scheduling
Technology & services	Project overruns, customer churn, hand-offs between teams
Non-profit & community	Volunteer retention, funding, reach

HANDS-ON THROUGHOUT

- **Bring your own problem**
  Each participant works a real issue through all six stages.
- **Templates and charting exercises**
  Practised on a shared case, then applied.
- **Leaves with an A3 plan**
  A one-page plan ready to act on.

06 Delivery formats

RECOMMENDED

Core

Two days in person plus a two-hour virtual follow-up clinic four to six weeks later.

ONLINE

Virtual

Four live online sessions of three and a half hours over two weeks.

LEADERS

Executive

One day focused on framing, diagnosis and decisions.

RESULTS

Project sprint

The core workshop followed by six weeks of coached team projects on real issues.

LEAD TRAINER

Shareef Jaffar

Shareef Jaffar is an international management and training consultant with more than 35 years' experience designing and delivering customised learning for multinationals, NGOs and government agencies, across 16 countries. He designs and leads this workshop personally, from the scoping call to the follow-up clinic.

GETTING STARTED

- **Talk to us**
  Share your goals, your people and the problems they face.
- **Scope and tailor**
  A scoping call and participant survey shape the cases and tool mix.
- **Workshop and clinic**
  Two days of hands-on learning, then a follow-up clinic to embed results.

BRING THIS WORKSHOP TO YOUR TEAM

Solve the problems that matter, *at their root.*

Tell us about your people and the problems they face. We will tailor the workshop to your organisation, from the cases to the tool mix, and agree dates, group size and fees with you.

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