

# PROBLEM SOLVING AND DECISION MAKING

## Root Cause Analysis

US 242817 / NQF Level 4 / 8 Credits

**"We cannot solve our problems with the same thinking we used when we created them."  
– Albert Einstein**

One of the biggest mistakes in problem-solving is jumping to solutions before fully understanding the problem. How often do we make decisions based on assumptions rather than facts? Effective problem-solving is about applying structured thinking to uncover root causes, explore creative solutions, and make informed decisions that drive real results.

This practical course equips you with the skills and structured techniques to tackle challenges with confidence, think critically, and make better decisions. Instead of reacting to problems with guesswork or assumptions, you will learn to analyse issues effectively, generate innovative solutions, and implement decisions that drive real results. The ability to solve problems strategically not only improves performance but also builds confidence, fosters collaboration, and creates a culture of continuous improvement - helping both you and your organisation to thrive.

Whether you're tackling business challenges, improving processes, or making strategic decisions, this course equips you with proven techniques to think critically and act decisively.

### **WHO SHOULD ATTEND**

- Managers, supervisors and business owners responsible for making key decisions
- Team members involved in identifying problems and driving improvements
- Anyone looking to enhance their problem-solving and critical thinking skills

### **HOW YOU WILL BENEFIT**

- Develop a structured approach to solving problems and making decisions
- Gain confidence in analysing complex issues and identifying root causes
- Encourage creative thinking and innovation within your team
- Improve collaboration by fostering a problem-solving culture
- Learn proven techniques to evaluate solutions and make informed choices
- Embrace change and continuous improvement by challenging the status quo

*Two-day course 08:30 -16:00*

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## **WHAT WILL BE COVERED**

### **Defining the problem**

- Asking the right questions to fully understand the issue
- Engaging the right people for a well-rounded perspective
- Applying critical and creative thinking to reframe challenges

### **Investigating root causes**

- Identifying underlying causes rather than just symptoms
- Using root cause analysis techniques for deeper problem understanding

### **Generating and evaluating solutions**

- Techniques for brainstorming and idea generation
- Group methods for exploring and prioritising solutions
- Applying decision-making criteria to select the best course of action

### **Implementing and measuring success**

- Gaining buy-in from key stakeholders to ensure smooth implementation
- Tracking and measuring the effectiveness of decisions