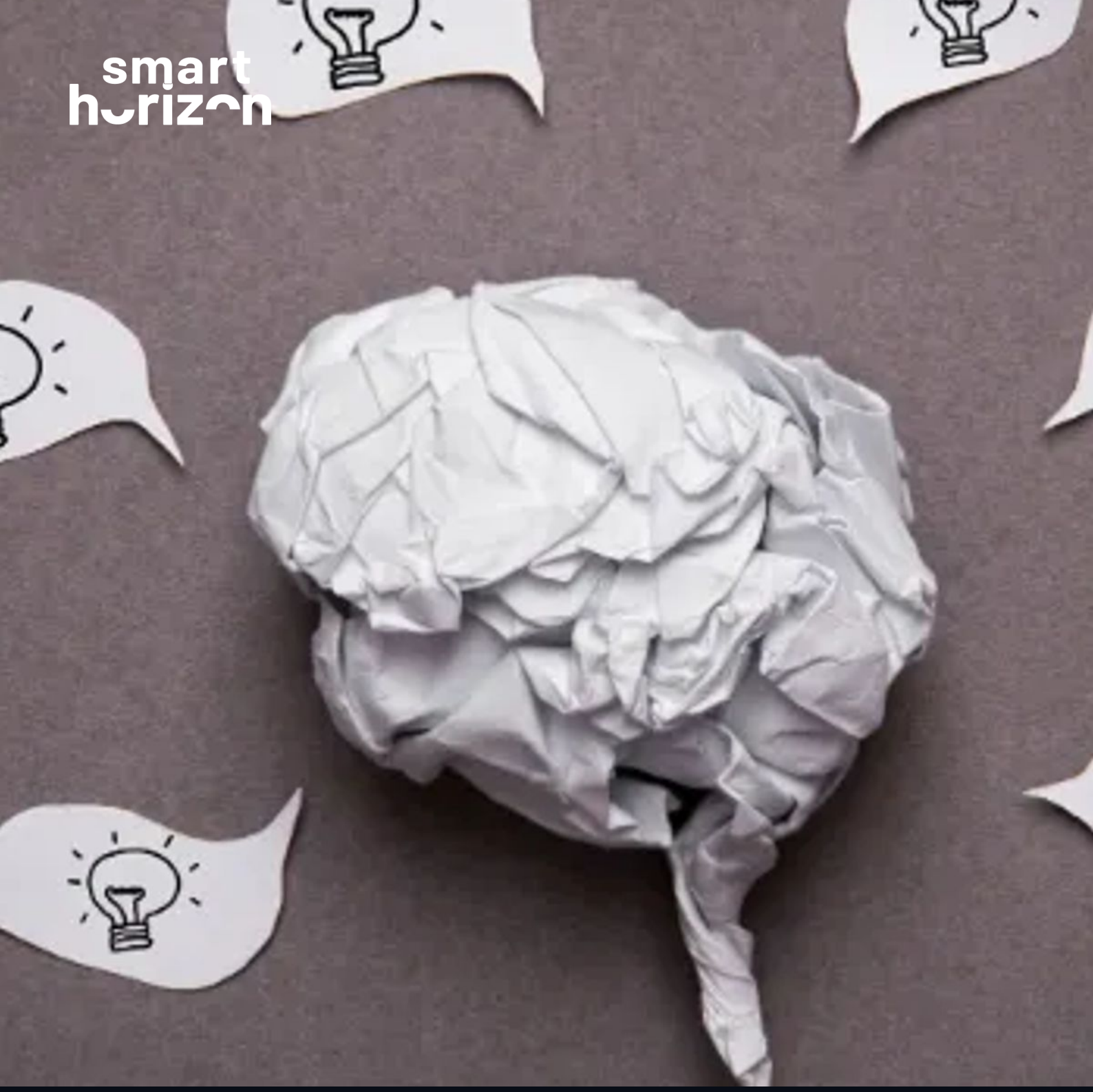


LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Critical Thinking, Problem Solving and Decision-Making

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course enhances critical thinking, problem-solving, and decision-making skills essential for professionals. Participants will engage in practical scenarios to analyse complex problems, evaluate options, and make informed decisions, fostering a culture of analytical thinking in their workplace.

Professionals often face multifaceted challenges that require effective problem-solving and decision-making. This course addresses the need for structured approaches to analyse situations critically, ensuring that decisions are well-informed and strategically sound. Participants will learn to navigate ambiguity and uncertainty in their roles, which is crucial for driving organisational success.
By developing these skills, they will enhance their ability to identify problems, evaluate potential solutions, and implement effective strategies that align with their organisation's objectives, ultimately improving team performance and outcomes.
The course also emphasises the importance of collaboration and communication in decision-making, equipping participants to engage stakeholders effectively and consider diverse perspectives.
The ability to think critically and solve problems is vital across various industries. This course equips participants with practical tools and frameworks to enhance their analytical capabilities.
By engaging in real-world scenarios, they will practice making decisions based on evidence and logical reasoning, ultimately improving their confidence and effectiveness in their professional roles.
Participants will also learn to collaborate with stakeholders, ensuring that diverse perspectives are considered in the decision-making process. This holistic approach not only fosters individual growth but also contributes to a culture of continuous improvement within their organisations, enabling them to respond proactively to challenges and drive innovation.

Professional Problems This Course Is Designed to Solve

- Decisions influenced by untested assumptions and bias.
- Problems defined too narrowly to identify workable solutions.
- Difficulty comparing options and explaining decision rationale.

Course methodology

The course employs interactive workshops, case studies, and group discussions to foster collaborative learning. Participants will engage in simulations that replicate real-world challenges, allowing them to apply critical thinking frameworks and problem-solving techniques. Each session will include hands-on exercises where participants will analyse case studies, develop decision matrices, and create action plans. Outputs will include decision matrices, problem analysis reports, and strategic action plans, providing tangible evidence of their learning and application of skills. The integration of peer feedback and group discussions will enhance understanding and retention of concepts, ensuring participants leave with practical skills they can implement immediately in their roles.



Course content

Course objectives

By the end of this course, participants will be able to:
• Analyse complex problems using critical thinking frameworks to identify root causes.
• Evaluate potential solutions by applying decision-making models to assess risks and benefits.
• Construct a structured approach to problem-solving that incorporates stakeholder perspectives.
• Prioritise actions based on evidence and analytical reasoning to achieve desired outcomes.
• Justify decisions made through logical reasoning and data analysis in a professional context.
• Design a comprehensive action plan that addresses a specific workplace challenge effectively.

Target audience

This course is suitable for:
• Managers responsible for strategic decision-making who need to enhance their analytical skills.
• Team leaders seeking to improve problem-solving capabilities within their teams.
• Project managers who must navigate complex project challenges and make informed decisions.
• Consultants who require strong critical thinking skills to advise clients effectively.

Target competencies

Participants will develop competencies in:
• Enhanced analytical skills for evaluating complex situations.
• Improved ability to identify and articulate problems clearly.
• Proficiency in applying decision-making frameworks to real-world scenarios.
• Skill in developing actionable plans based on critical analysis.
• Capability to engage stakeholders in the decision-making process.
• Confidence in justifying decisions with logical reasoning and evidence.

Course outline

Day 1: Foundations of Critical Thinking

Applied activity: Participants will analyse a fictional case study involving a business dilemma, identifying biases and assumptions that may affect decision-making. They will apply critical thinking techniques to dissect the problem and propose initial solutions based on their analysis.
Output: A critical analysis report outlining identified biases, a structured problem statement, and initial solution proposals.

09:00–09:54	Introduction to critical thinking concepts and their importance in decision-making processes.
09:54–10:48	Identifying cognitive biases that affect judgement and decision-making outcomes.



Course content

10:48–11:00	Techniques for enhancing analytical skills and questioning assumptions effectively.
11:00–11:30	**Coffee break**
11:30–12:12	Techniques for enhancing analytical skills and questioning assumptions effectively. (continued)
12:12–13:06	Frameworks for structured problem analysis and evaluation in professional settings.
13:06–14:00	The role of emotional intelligence in critical thinking and its impact on decision-making.

Day 2: Problem Identification and Analysis

Applied activity: In groups, participants will work on a real-world problem from their organisation, using root cause analysis tools to identify underlying issues and their impacts. They will present their findings to the group for feedback and refinement.
Output: A detailed problem analysis document with a clear problem statement, identified root causes, and stakeholder impact assessment.

09:00–09:54	Methods for identifying and defining problems in a workplace context, focusing on clarity and precision.
09:54–10:48	Tools for root cause analysis, including the 5 Whys and Fishbone diagram for deeper insights.
10:48–11:00	Evaluating the impact of problems on stakeholders and organisational goals to prioritise effectively.
11:00–11:30	**Coffee break**
11:30–12:12	Evaluating the impact of problems on stakeholders and organisational goals to prioritise effectively. (continued)
12:12–13:06	Techniques for gathering data and evidence to support thorough problem analysis and decision-making.
13:06–14:00	Creating a clear and actionable problem statement that guides the decision-making process.

Day 3: Decision-Making Models and Techniques

Applied activity: Participants will use a decision matrix to evaluate multiple solutions for a fictional business scenario, considering risks, benefits, and stakeholder perspectives for each option. They will justify their preferred choice based on the analysis conducted.
Output: A completed decision matrix with a recommended course of action supported by comprehensive analysis and justification.



Course content

09:00–09:54	Overview of various decision-making models, including rational, intuitive, and collaborative approaches.
09:54–10:48	Understanding the role of data and evidence in informed decision-making and its implications.
10:48–11:00	Applying decision matrices to evaluate options and outcomes systematically.
11:00–11:30	**Coffee break**
11:30–12:12	Applying decision matrices to evaluate options and outcomes systematically. (continued)
12:12–13:06	Techniques for managing uncertainty and risk in decision-making processes effectively.
13:06–14:00	The importance of ethical considerations in decision-making and their impact on organisational integrity.

Day 4: Developing Actionable Solutions

Applied activity: Working in teams, participants will brainstorm solutions for the previously analysed problem, then evaluate and prioritise these solutions based on feasibility, impact, and alignment with organisational goals. They will prepare to present their findings.
Output: An actionable implementation plan detailing the selected solution, steps for execution, and assigned responsibilities.

09:00–09:54	Strategies for brainstorming and generating creative solutions to problems in a collaborative environment.
09:54–10:48	Evaluating the feasibility and impact of proposed solutions through stakeholder engagement.
10:48–11:00	Creating a prioritisation framework for selecting the best solutions based on strategic alignment.
11:00–11:30	**Coffee break**
11:30–12:12	Creating a prioritisation framework for selecting the best solutions based on strategic alignment. (continued)
12:12–13:06	Collaborating with stakeholders to refine and validate solutions through feedback loops.
13:06–14:00	Developing an implementation plan for the chosen solution, including timelines and responsibilities.



Course content

Day 5: Integrated Decision-Making Practice

Applied activity: Participants will engage in a simulation where they must collaboratively solve a complex problem, applying all frameworks and techniques learned throughout the course. They will work together to develop a cohesive strategy and present their solution.
Output: A group presentation summarising the problem-solving process, decisions made, and the rationale behind them, demonstrating integrated application of skills.

09:00–09:54	Bringing together critical thinking, problem-solving, and decision-making skills in a comprehensive scenario.
09:54–10:48	Simulating a complex workplace challenge requiring collaborative decision-making and strategic thinking.
10:48–11:00	Utilising all learned tools and frameworks to navigate the scenario effectively and make informed decisions.
11:00–11:30	**Coffee break**
11:30–12:12	Utilising all learned tools and frameworks to navigate the scenario effectively and make informed decisions. (continued)
12:12–13:06	Reflecting on group dynamics and decision-making processes during the simulation to identify areas for improvement.
13:06–14:00	Preparing for real-world application of skills in participants' roles, focusing on continuous improvement.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Rome Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,540.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,650.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,450.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Cape Town Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,890.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**€2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,840.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,820.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Vienna Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,940.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,860.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online