

# Leadership & Management Development



## 2.2 Creative Problem Solving & Decision Making

The programmes within this Personal Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening for individuals and teams within your organisation. What begins as a request for confidence, resilience or mindset support often reveals something deeper – identity, self-belief, emotional commitment or the ability to navigate change.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people see themselves, how they show up at work and what inner shifts are required to unlock stronger performance and fulfilment. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Organisations depend on people who can analyse challenges clearly and make informed decisions that support progress. This practical one-day programme develops structured problem-solving and decision-making skills while encouraging creative thinking to generate new possibilities.

Participants will learn techniques for diagnosing issues, evaluating information and developing solutions that deliver business benefit. They will leave with tools to improve clarity, confidence and agility when responding to everyday challenges.

### Who Should Attend

**Designed for anyone who wants to:**

- Strengthen analytical and decision-making skills
- Approach challenges with greater creativity
- Improve confidence in selecting a way forward
- Support innovation and continuous improvement

Relevant at all levels and across all business functions.

### Context

Leaders are often challenged to resolve complex issues quickly and with limited information. When decisions are made without structured thinking or creative exploration, opportunities can be missed and problems reappear. Effective problem solving requires curiosity, confidence and the ability to think beyond familiar solutions.

At Expleo we help leaders apply practical decision frameworks that strengthen clarity and accountability. This programme enables participants to explore fresh perspectives, evaluate risks and make confident choices that support better outcomes for their teams and organisation

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of the programme participants will be able to:**

- Explain why creative problem-solving is essential to performance
- Identify and overcome barriers to clear thinking
- Use structured tools to define problems accurately
- Generate, evaluate and prioritise solutions
- Apply decision-making methods to select the best approach
- Build support for ideas and implement solutions confidently
- Review and improve processes to strengthen future performance

## Course Outline

### 1. Foundations of Creative Problem Solving

- Why creativity matters in decision-making
- Common thinking traps and how to avoid them

### 2. Structured Problem Analysis

- Clarifying root causes rather than symptoms
- Tools for investigation and insight

### 3. Idea Generation Techniques

- Encouraging diverse thinking
- Brainstorming and other practical methods

### 4. Effective Decision-Making

- Analysing options and consequences
- Using decision-making frameworks

### 5. Bringing Solutions to Life

- Securing buy-in and overcoming resistance
- Monitoring progress and adjusting as needed

### 6. Continuous Improvement Mindset

- Reviewing what worked well and what did not
- Reinforcing learning into routine practice

## Training Methodology

### A highly interactive workshop including:

- Practical tools and templates
- Case-based exercises and small group work
- Facilitator coaching and peer feedback
- Real-world application opportunities

Participants will leave with practical methods they can apply immediately in their role.

## Contact

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