



### **Workshop on Problem Analysis and Decision-Making Tools**

May 12 – 16, 2025, 1<sup>st</sup> Run: Lagos & Port Harcourt

November 3 – 7, 2025, 2<sup>nd</sup> Run: Lagos & Abuja

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 U\$D for foreign  
Participants**

#### **Program Overview:**

We are continuously confronted with problems that require us to take decisions. Most decisions are reached without requiring any complex decision-making process: We're hungry? We decide to eat. Some problems are more complex, like deciding how to prioritize our work, or understanding why a process failed and deciding what to do about it; these require a rational approach to problem solving. Often, things get even more complicated, or our decisions could have an important impact on our lives, careers or the lives of those around us; that is where we must have the ability to think critically and make sure there is no flaw in our logic. At other times the problem is so unusual that it defies rational and critical thinking; these are the times where creative problem solving becomes an invaluable tool.

In this course we will cover all these important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practice during the sessions and that can help you at work or in life, and from the most mundane situations to the most difficult or unusual ones.

#### **For Whom:**

Managers, supervisors and administrators who will benefit from better problem solving and decision-making skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and decisions

#### **Learning Objectives:**

At the end of the programme, participants will be able to:

- use critical thinking and creative problem-solving skills;
- apply logical and creative approaches to solving problems and making decisions;
- use traditional and creative tools for identifying causes and generating solutions;
- employ creativity and lateral thinking as business tools;
- analyze and solve actual problems facing them at work;
- demonstrate and build credibility with upper management; and
- develop strategic approaches to problem solving and decision making.

#### **Course Outline:**

##### **Day 1: Problem solving and decision making**

- Definition of 'problem'
- Definition of 'problem solving'
- Definition of 'decision making'
- Creative problem solving and decision making
- The helicopter views
- Problem diagnosis
- Defining the opportunity or problem
- The link between causes and symptoms
- Problem deviation
- The right decisions at the right time

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com); Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

## Day 2: The rational approach to problem solving (Kepner & Tregoe)

- Defining the problem
- Writing a problem statement
- Techniques for recognizing problems
- Six important questions to clear out
- The rational approach
- Kepner & Tregoe

## Day 3: Problem analysis supplementary tools

- Root cause analysis
- Creative problem solving and decision making
- The five-why process
- The cause-and-effect diagram
- The fishbone diagrams
- Pareto analysis

## Day 4: Decision making supplementary tools

- Effective decision making
- Why-Why and how-how analysis
- The how-how method
- Choice making
- The decision analysis worksheet
- The Kepner & Tregoe method for analyzing alternatives
- Use of the matrix
- Effective decision making
- The decision-making matrix
- Definition of 'consensus'

## Day 5: Creativity and problem solving

- The need for thinking skills
- Mental structures of college students
- Stages in problem solving and decision making
- The human brain
- Understanding the two hemispheres of the brain
- Critical thinking
- Lateral thinking
- Mental blocks to creative thinking
- Brainstorming
- The six thinking hats

## Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.

### LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**  
In-plant Fee Negotiable

### WORKSHOP FEE:

**N300, 000 per participant, VAT –N22, 500**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814**  
**24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,**  
**& 234-9112830607**

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com): Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607