PROBLEM SOLVING AND DECISION MAKING PROGRAM

EMPOWERING MANAGEMENT AND TECHNICAL STAFF THROUGH PROVEN **CRITICAL THINKING TECHNIQUES** TO **SOLVE** PROBLEMS, MAKE **STRATEGIC DECISIONS** AND **MANAGE RISK.**

BETTER THINKING
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BETTER DECISIONS

DESCRIPTION

The KepnerandFourie® Problem Solving & Decision Making Program equips participants with a systematic, step-by-step approach to solve complex problems and make effective decisions. Developed by **Dr. Charles Kepner** *(co-founder of Kepner-Tregoe)* and **Matt-Thys Fourie,** the program integrates intuitive, rational, and creative thinking into a practical framework called Systems Thinking.

Participants will develop the skills to:
- Find true causes of problems (not just symptoms).
- Make quick, objective, and participative decisions.
- Anticipate and pro-actively manage risks.
- Apply methods immediately to their real workplace challenges.

FORMAT

This 2-day Problem Solving and Decision Making interactive, instructor-led learning experience participants with practical tools and techniques immediately apply in the workplace.

PROGRAM TOPICS

- **ThinkingWise** - Apply divergent and convergent thinking for flexible problem solving.
- **CauseWise** - Define problems accurately, test causes, and confirm the true root cause.
- **SolutionWise** - Evaluate alternatives, balance risks, and select the best solution.
- **RiskWise** - Anticipate potential issues, reduce threats, and implement preventive/contingency actions.
- **PriorityWise** - Identify, prioritise, and allocate resources to high-priority issues.

FROM COMPLEXITY TO CLARITY: BETTER THINKING, BETTER DECISIONS

MODULES COVERED

PriorityWise – Identify, prioritise, and allocate resources to high-priority issues. A structured method to assess diverse problems and challenges, ensuring that the most critical issues receive immediate focus.

- Helps teams reach consensus on what matters most.
- Provides clarity on stakeholder needs and evaluation criteria.
- Builds a roadmap for tackling high-priority problems efficiently.
- Outcomes: Clear, shared understanding of issues, aligned priorities, and improved allocation of resources

ThinkingWise – Apply divergent and convergent thinking for flexible problem solving. Introduces a fundamental thinking pattern for approaching complex, vague, or intangible problems.

- Combines intuitive, rational, and creative thinking.
- Uses divergent techniques to generate ideas and convergent techniques to evaluate them.
- Creates a common understanding of problem situations before action is taken.
- Outcomes: Stronger ability to reframe problems, find innovative solutions, and adapt approaches across diverse scenarios.

CauseWise – Define problems accurately, test causes, and confirm the true root cause. Enables participants to avoid trial-and-error fixes by finding the real reason behind issues.
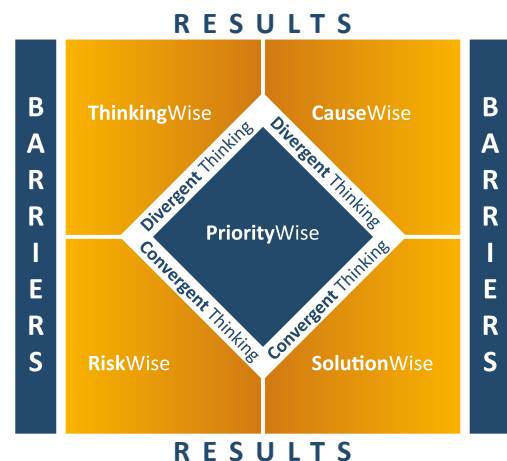
- Develops skills to define problems factually and avoid assumptions.
- Guides problem solvers through structured questioning and analysis.
- Confirms the true cause before corrective action is taken.
- Outcomes: Reduced crisis rework, fewer recurring issues, less "finger pointing," and confidence in addressing the right problem.

SolutionWise – Evaluate alternatives, balance risks, and select the best solution. Equips participants with a framework to make effective, well-informed,and participative decisions.

- Identifies decision requirements and stakeholder expectations.
- Develops and evaluates alternative courses of action. Considers risks, trade-offs, and long- vs. short-term implications.
- Outcomes: Greater buy-in to decisions, stronger consensus, and solutions that address real needs while minimizing risk.

RiskWise – Anticipate potential issues, reduce threats, and implement preventive/contingency actions. Focuses on proactive planning and managing uncertainties before they escalate.

- Identifies vulnerabilities in projects, plans, or operations.
- Evaluates potential threats and their probability.
- Develops preventive actions to reduce likelihood and contingency actions to manage unavoidable risks.
- Outcomes: Improved resilience, forward-looking thinking, and a natural skill for anticipating and managing challenges.

BENEFITS

- A common language and approach for problem solving and decision making.
- Reduction of trial-and-error fixes and recurring problems.
- Improved ability to manage crises calmly and rationally.
- Practical, on-the-job application with immediate results.
- Confidence to analyse complex issues, reach consensus, and act decisively.

PROGRAM RESULTS

Participants and organizations have achieved measurable impact:

- 16% reduction in machine downtime in a Beverage Bottling Company.
- 10% improvement in electronic processing rates at a Financial Institution.
- 21% reduction in rejects for a Paper Manufacturer.
- 12% reduction in maintenance costs in the Automotive sector.
- Implementation of total systems to prevent recurring problems in Processing Plants.

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