



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Problem Solving and Decision Making Skills

Business, Commerce and Management Studies / Generic Management

Unit Standard 242817 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with systematic approaches to identify, analyse, and resolve workplace problems, and to make informed decisions. Participants will learn to implement solutions effectively and evaluate outcomes to ensure continuous improvement. The course aligns with SAQA Unit Standard 242817, focusing on practical application in real-world contexts.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	242817
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply a structured problem-solving process to identify and define problems in the workplace.
- Analyze root causes of problems using appropriate techniques such as the 5 Whys or fishbone diagrams.
- Evaluate alternative solutions using decision-making criteria to select the most viable option.
- Implement chosen solutions by developing action plans and allocating resources effectively.
- Monitor and evaluate the outcomes of implemented solutions to ensure desired results are achieved.
- Demonstrate the ability to document and communicate problem-solving processes and decisions clearly.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, managers, and any professionals who need to enhance their problem-solving and decision-making capabilities in the workplace.

COURSE OUTLINE

Day 1: Foundations of Problem Solving and Decision Making

- Introduction to problem solving and decision making
- The problem-solving cycle: define, analyze, generate solutions, decide, implement, evaluate
- Types of problems: simple, complicated, complex, chaotic
- Factors influencing decision making: time, information, resources, risk
- Overview of decision-making models: rational, intuitive, creative
- Group activity: identifying problems in case studies

Day 2: Problem Analysis and Root Cause Identification

- Root cause analysis: concepts and importance
- 5 Whys technique: step-by-step application
- Fishbone (Ishikawa) diagram: constructing and interpreting
- Data collection methods for problem analysis
- Prioritization matrices: impact vs. urgency
- Group exercise: conducting a root cause analysis on a given problem

Day 3: Generating and Evaluating Solutions

- Creative thinking techniques: brainstorming, mind mapping, SCAMPER
- Decision criteria: cost, time, feasibility, impact
- Decision matrix: weighting and scoring options
- SWOT analysis for solution evaluation
- Risk assessment: likelihood and consequence
- Group activity: evaluating solutions for a workplace problem

Day 4: Implementation Planning and Decision Execution

- Action planning: steps, resources, milestones
- Risk mitigation: contingency plans
- Stakeholder communication and buy-in
- Monitoring and evaluation: key performance indicators
- Change management basics: Kotter's 8 steps
- Role-play: presenting a decision to a team

Day 5: Advanced Applications and Integration

- Complex problem solving: case study with multiple stakeholders
- Post-decision evaluation: lessons learned
- Continuous improvement: PDCA cycle
- Building a problem-solving culture in teams
- Capstone group project: solve a simulated workplace problem from start to finish
- Personal action plan for applying skills

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 242817) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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