



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

Adaptive Problem Solving for Diverse Workplaces

Business, Commerce and Management Studies / Generic Management

Unit Standard 259940 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the ability to apply adaptive thinking in solving problems within diverse work and academic settings. It focuses on recognising and adjusting to different cultural, social and contextual factors, thereby enhancing collaborative problem-solving and innovation in multicultural environments.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	259940
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply adaptive thinking techniques to identify and analyse problems in diverse contexts.
- Evaluate the impact of cultural, social and contextual diversity on problem-solving approaches.
- Design flexible problem-solving strategies that accommodate multiple perspectives.
- Implement adaptive solutions collaboratively within diverse teams.
- Demonstrate reflection on personal biases and assumptions to improve problem-solving effectiveness.

WHO SHOULD ATTEND

- Managers, team leaders, supervisors and professionals who work in diverse teams or with clients from various backgrounds and need to solve complex problems adaptively.

COURSE OUTLINE

Day 1: Foundations of Adaptive Problem Solving

- Introduction to adaptive problem solving
- The problem-solving cycle: define, analyse, generate, select, implement, evaluate
- Cognitive biases and mental models
- Diversity dimensions: culture, background, thinking styles
- Self-assessment of problem-solving style
- Overview of workplace diversity and inclusion principles

Day 2: Analytical and Creative Thinking Techniques

- Root cause analysis: 5 Whys, fishbone diagram
- SWOT analysis for problem framing
- Divergent thinking: brainstorming, SCAMPER, mind mapping
- Convergent thinking: prioritisation matrices, decision trees
- Combining analytical and creative approaches
- Case study: applying techniques to a workplace scenario

Day 3: Collaborative Problem Solving in Diverse Teams

- Principles of inclusive collaboration
- Communication styles and active listening
- Conflict resolution models (e.g., Thomas-Kilmann)
- Consensus-building: nominal group technique, Delphi method
- Role-play: solving a problem in a diverse team
- Debriefing and feedback

Day 4: Implementing and Evaluating Solutions

- Action planning: SMART goals, resources, timelines
- Change management principles for implementation
- Monitoring: KPIs, dashboards, feedback loops
- Evaluation methods: before-and-after, cost-benefit analysis
- Learning from failure: after-action reviews
- Case study: evaluating a solution in a diverse workplace

Day 5: Integrating Adaptive Problem Solving into Daily Practice

- Building a personal toolkit: techniques and resources
- Cultivating a growth mindset and resilience
- Scenario-based group problem-solving exercise
- Peer coaching and feedback
- Creating an action plan for workplace application
- Course review and certification

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, 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 259940) 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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