

**COURSE OVERVIEW SS0210**  
**Problem Solving**

**Course Title**

Problem Solving

**Course Date/Venue**

November 03-07, 2024/TBA Meeting Room,  
 Royal Tulip Muscat, Muscat Oman

**Course Reference**

SS0210

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***

The course participants will be introduced to the concepts and principles associated with problem solving and decision-making in general and the application of creativity as a tool in particular.



The course attendees will know their applications in real-life situations. The course themes will highlight the main aspects of problem quantification, demarcation and classification, and address decision-making tools and techniques. The course attendees will be trained to understand creativity as an application tool and practice its use in problem solving and decision making in their work environment and day-to day life affairs. The course will further bring to light associated factors, which diversely or positively influence the decision-making strategies in terms of process, time, resource allocation, opportunity capture, technology and synergy. The course will attempt to enhance the know - how of participants through benchmarking analogies drawn from best-practice cases from the local and regional scenes relating to some decision-making aspects such as paradigm analysis, process mapping, mind maps, benchmarking, statistics and risk analysis techniques, etc.



The course will present an overview of the decision-making process from the data gathering and analysis, to structure and functionality, down to strategic and corporate techniques and tools. The course participants will learn the application of the concept of decision costing, and the value of knowledge management as key and critical prerequisites of efficient problem solving.

The delivery approach will adopt various tools and techniques that will enhance learning and ensure the transfer of expertise from the classroom to the job environment. The approach will employ interaction, participation, case studies, exercises, videos, role-plays, real-life situations, quizzes, discussions, etc. to bring the learning points home, and ascertain that learning and not teaching have taken place.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge problem solving and decision making skills for engineers and technical professionals
- Carryout techniques of recognizing problems and information analysis
- Identify the difference between causes and symptoms
- Recognize problem analysis tools, decision making tools and people problems and solutions
- Implement proper analysis and solution of real life problems
- Employ various application of problems solving and decision making skills at work
- Recognize the origin and definition of creativity and identify its components
- Identify, define and analyze problem demarcation
- Explain problem categorization and the competence analog
- Classify problems as to cognitive, behavioral and material
- Apply creativity in real-life problem situations
- Employ the different problem solving strategies
- Use the various decision making tools and techniques
- Describe the influence and role of technology in problem solving and decision making
- Determine the cost of decision making
- Make an effective personal implementation plan

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### Who Should Attend


This course provides an overview of all significant aspects and considerations of problem solving and decision making skills for engineers and technical professionals, managers at all levels, from supervisors and middle managers to top executives. The course will be of value and benefit to employees and support staff who participate substantially and who are involved in creative problem analysis and sound decision-making.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.



**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Drag Zic** is a **Senior Management Consultant** with over **30 years** of training and industrial experience. His expertise lies extensively in the areas of **Leading Effective Meetings, Leadership & Business, Presentation Skills, Decision Making Skills, Communication Skills, Negotiation Skills, Coaching & Mentoring, Performance Management, Customer Service Management, Critical Thinking & Creativity, Quality Management, Risk Management, Data Management Systems, R&D and Research Management, Project Management, Planning, Budgeting & Cost Control, Document Management, Record Management and Contract Management**. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director & Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Programme Manager, Managing Member, Rock Engineering Manager, Contract Manager, Consultant/Lecturer, Mine Seismologist, Data Analyst** and **Assistant Analyst** from different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor** degree in **Geology**, a **Diploma in Management Development Programme** and currently enrolled for **Phd in Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, workshops, conferences and seminars internationally.

**Course Fee**

**US\$ 5,500** per Delegate. This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Sunday, 03<sup>rd</sup> of November 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>The Nature of Creativity</b> Origins • Definitions
0930 – 0945	Break
0945 – 1100	<b>The Nature of Creativity (cont'd)</b> Components
1100 – 1230	<b>Problem Demarcation</b> Problem Identification • Techniques of Recognizing Problems
1230 – 1245	Break
1245 - 1420	<b>Problem Demarcation (cont'd)</b> Problem Definition • Problem Analysis • Information Analysis • Problem Analysis Tools
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2: Monday, 04<sup>th</sup> of November 2024**

0730 – 0930	<b>Problem Categorization- The Competence Analogy</b> Difference between Cause & Symptoms • Decisions in an Unstable Environment
0930 – 0945	Break
0945 – 1100	<b>Problem Solving</b>
1100 – 1230	<b>Problem Solving (cont'd)</b>

1230 – 1245	Break
1245 – 1420	<b>Problem Classification: Cognitive, Behavioral, Material</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3: Tuesday, 05<sup>th</sup> of November 2024**

0730 – 0930	<b>Creativity Applications in Real-Life Problem Situations</b> Paradigm Shift • Industry • Learning and Intelligence • Society : Emotional Intelligence • People Problems & Solutions • Analysis & Solution of Real Life Problems
0930 – 0945	Break
0945 – 1100	<b>Decision Making</b> Environment • Time
1100 – 1230	<b>Decision Making (cont'd)</b> Resources: Human, Financial and Material • The Value of Ethics • A Problems Solving & Decision Making Skills at Work
1230 – 1245	Break
1245 – 1420	<b>Decision Making Tools &amp; Techniques</b> Data and Information: Gathering, Classifying and Analyzing • Knowledge
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4: Wednesday, 06<sup>th</sup> of November 2024**

0730 – 0930	<b>Decision Making Tools &amp; Techniques (cont'd)</b> Management • Benchmarking • Mind Maps and Process Map • Statistics
0930 – 0945	Break
0945 – 1100	<b>The Influence &amp; Role of Technology</b>
1100 – 1230	<b>The Cost of Decision Making</b> Tangibles • Intangibles • Individual, Social and Global
1230 – 1245	Break
1245 – 1420	<b>The Cost of Decision Making (cont'd)</b> Corporate and Centre • Strategic versus Operational
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four

**Day 5: Thursday, 07<sup>th</sup> of November 2024**

0730 – 0930	<b>A Total Review of Course Themes</b>
0930 – 0945	Break
0945 – 1100	<b>Summary of Learning Points</b>
1100 – 1230	<b>Summary of Learning Points (cont'd)</b>
1230 – 1245	Break
1245 – 1345	<b>The Personal Implementation Plan</b>
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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