COURSE BROCHURE

Problem Solving and Critical Thinking

An applied course that trains participants to define problems precisely, reach their root causes, and evaluate arguments and evidence before proposing solutions.

Code	HT-MGT-111
Category	Management & Leadership
Duration	1 week
Level	Intermediate

Introduction

Many workplaces spend a great deal of effort treating the symptoms of problems rather than their causes, only to see the same issue return months later. Good solutions start with a good question and disciplined analysis.

Objectives

- Separate symptoms from real causes and write a precise problem statement
- Apply root-cause analysis tools and verify causes with data
- Break complex problems into analyzable parts using logic trees
- Evaluate arguments and evidence and detect logical fallacies
- Present analysis and recommendations in a clear, persuasive structure

Who should attend

- Heads of section and supervisors
- Business and process analysts
- Quality and continuous improvement team members
- Technical office staff supporting senior officials

Skills you will develop

- Problem definition
- Root-cause analysis
- Hypothesis-driven structuring
- Evaluating arguments and evidence

Learning Outcomes

- Write a scoped problem statement for a real workplace issue
- Produce a fishbone diagram and a 5 Whys chain for a real problem
- Build a logic tree with testable hypotheses for a complex problem
- Prepare a short presentation that leads with the conclusion and supports it with ordered arguments and evidence

Course Outline

Day 1: Defining the Problem

- Symptoms versus the real problem
- Writing a precise problem statement and setting its scope
- Is and Is Not analysis to set the problem's boundaries

Day 2: Root-Cause Analysis

- The 5 Whys technique
- The fishbone (Ishikawa) diagram
- Verifying root causes with data

Day 3: Structuring Problems

- Logic trees and problem decomposition
- The MECE principle for splits with no overlaps and no gaps
- Hypothesis-driven thinking and prioritizing analysis

Day 4: Critical Thinking and Evaluating Arguments

- Parts of an argument: claim, evidence and assumption
- Judging the quality of evidence and information sources
- Common logical fallacies in workplace discussions

Day 5: From Analysis to Solution

- Generating alternative solutions and assessing them against clear criteria
- Presenting analysis with the pyramid principle, conclusion first
- Applied project: analyzing a real problem from the participant's work, from definition to root cause and recommendation

Training methodology

Tools applied to real problems brought by participants
Group exercises building logic trees and fishbone diagrams
Analysis of texts and reports to assess arguments and spot fallacies
Presentation sessions with structured peer critique

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Online	11 – 15 January 2027	AR	EUR 1,800
Istanbul	14 – 18 June 2027	EN	EUR 4,800
Dubai	21 – 25 June 2027	AR	EUR 4,500
London	28 June 2027 – 2 July 2027	EN	EUR 5,700
Amsterdam	5 – 9 July 2027	AR	EUR 5,500
Online	12 – 16 July 2027	EN	EUR 1,800

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/problem-solving-critical-thinking