IHRM Academy

Learning & Development Skills

Mastering Problem Solving & Decision Making

Turn confusion into clear action. Turn problems into opportunities.

Today's workplace moves fast. Professionals face many challenges. Some are real problems. Some are not. Do you often fix the signs instead of the real cause? Do you find it hard to make decisions that work?

This hands-on workshop teaches you a clear 6-step way to solve problems. You will learn to find the real cause, think logically and creatively, and choose solutions that work.

By the end, you will not just solve problems. You will stop them from coming back. You will leave with tools to check risks, focus on what matters most, and make confident decisions.

Course Objectives

- **See situations clearly:** Decide the right action for different problem types.
- **Find the real cause:** Analyze root causes so issues do not repeat.
- **Think better:** Improve logical and creative thinking.
- **Solve the right problem:** Create solutions that fix the real issue.
- **Decide with confidence:** Choose the best solution using clear assessment.

Enrol Now

Key Modules and Tools

- **The 6-Step Model:** A clear path for any problem.
- **Situational Appraisal:** Know which problem to solve first.
- **Root Cause Analysis:** Practice Fish-bone Diagram and 5-Why.
- **The 80:20 Rule:** Focus on the few things that matter most.
- **Creative Thinking:** Break old thinking habits with SCAMPER and Reverse Thinking.
- **Decision Analysis:** Tell "Must" and "Want" factors apart.
- **Risk Management:** Check risks before you act.
- **Execution:** Plan solutions with a Gantt Chart.



3 December 2026 (Thursday)
9:30am - 5:30pm
CPD Hours: 7

Cantonese

HKIHRM

Trainer:
Mr Wilson Chu

	Price
Member	**HK$2,000**
New Member (Inclusive of new membership joining fee)	**HK$3,245**

Ms Bowie Chan (852) 2837 3811 | learning@hkihrm.org