learningm!nds

PROBLEM SOLVING AND DATA-DRIVEN DECISION MAKING



THINK SHARP, DECIDE SMART:

One-Day Management Development Program

Naveed Ilyas Saya

Business Transformation Consultant | Critical Thinking & Decision-Making Facilitator

Date:
15 December 2026

Venue:
Mövenpick Karachi

Time:
0900 - 1700 Hours

learningm!nds

COURSE OVERVIEW

Designed for managers and senior professionals navigating complex business challenges, this practical one-day program strengthens critical thinking, structured problem solving and evidence-based decision-making. Through real-world cases, interactive challenges and decision simulations, participants learn to identify root causes, interpret information, evaluate alternatives and make confident business decisions.

WHO SHOULD ATTEND

Managers, Senior Managers, Department Heads, Functional Leads and emerging senior leaders responsible for solving business challenges, evaluating alternatives and making informed decisions.

Particularly relevant for professionals across Operations, Finance, Sales, Marketing, HR, Supply Chain and Customer Experience who regularly deal with complex problems, competing priorities and business decisions.

KEY BENEFITS

Upon completing the training session, attendees will gain the following key benefits:



Sharp Diagnosis: You'll master the skill of separating symptoms from root causes, ensuring your energy goes into solving the problem that actually matters.



Numbers Intelligence: You'll learn to read trends, averages and comparisons with a critical eye, spotting misleading data before it leads you to the wrong conclusion.



Bias-Proof Thinking: You'll recognise the hidden traps of anchoring, sunk cost and overconfidence, and build habits that keep your judgement clear under pressure.



Creative Options: You'll go beyond the obvious first answer, using proven ideation techniques to generate stronger, more innovative alternatives.



Confident Decision-Making: You'll be equipped to weigh options objectively, quantify risk with probability and expected value, and anticipate how competitors and stakeholders will respond.



Decisive Action: You'll present your recommendations with clarity and conviction, and turn decisions into accountable plans that deliver measurable results.

learningm!nds

COURSE OUTLINE

01 INTRODUCTION: THE MINDSET OF A SHARP DECISION MAKER

- Clarifying the concepts of problem-solving and decision-making, and how they connect
- Understanding the balance between evidence-based and intuitive decision-making
- Introducing the Five-Step Framework: Define, Diagnose, Generate, Decide, Act
- Recognising the thinking traps that derail good decisions
- **Activity:** Icebreaker session with 'The Shipwreck Dilemma' group activity to understand decision making under pressure, followed by a live bias experiment that reveals anchoring in action.

02 DEFINING THE PROBLEM: GETTING TO THE REAL ISSUE

- Crafting a sharp, measurable problem statement
- Distinguishing symptoms, root causes and decisions
- Data-based vs. assumption-based thinking
- **Activity:** Launch of the day's live business case. Teams analyse a real-world scenario and craft the problem statement that will drive their work for the rest of the day.

03 UNCOVERING THE ROOTS: DETERMINING CAUSES OF THE PROBLEM

- Techniques for effective data collection
- Mastery of root cause analysis tools: the 5 Whys and the Fishbone Diagram
- Linking diagnosis to the decision that must follow
- **Activity:** Hands-on exercise with the Fishbone Diagram and 5 Whys to map the potential causes of the live case problem.

04 READING THE NUMBERS: FINDING THE STORY BEHIND THE DATA

- Separating relevant data from noise
- Interpreting trends, comparisons, variances and segments
- Spotting misleading averages, outliers and data gaps
- Correlation vs. causation: avoiding false conclusions
- **Activity:** "The Numbers Don't Tell the Whole Story": teams work with a printed dataset where the obvious conclusion is wrong and the real insight is hidden in the detail.

05 CULTIVATING INNOVATION AND CHOOSING YOUR PATH: GENERATING AND SELECTING SOLUTIONS

- Techniques for innovative solution generation, including SCAMPER and idea amplification methods
- Establishing criteria for solution evaluation from business objectives
- Weighing trade-offs: cost, customer impact, feasibility, risk and strategic fit
- The Weighted Decision Matrix
- **Activity:** The Decision Matrix Challenge. Teams generate options, set criteria and weights, and score their alternatives. Then leadership changes its priorities, and teams discover whether their choice still holds.

06 DECIDING UNDER UNCERTAINTY: PUTTING NUMBERS ON RISK

- Probability, upside, downside and consequences
- Expected value and simple decision trees
- Scenario and sensitivity thinking: which assumption could change everything?
- Risk appetite: the best average outcome vs. the risk you can afford
- Introduction to game theory: anticipating competitor and stakeholder moves with a payoff matrix
- **Activity:** "Bet the Budget": teams calculate the expected value of their options, then respond to newly released figures and decide again, followed by a fast-paced head-to-head competitor game.

07 FROM DECISION TO ACTION: MAKING THE CALL AND DELIVERING RESULTS

- The One-Page Decision Brief: question, options, evidence, risks and recommendation
- Presenting a recommendation with clarity and conviction
- Building an actionable plan with ownership and measures of success
- **Activity:** "Make Your Case": each team delivers a two-minute recommendation to a leadership panel, then participants draft personal action plans and receive peer feedback.

Each module is designed not only to provide practical knowledge but also to engage participants in hands-on application, using real numbers and realistic scenarios, ensuring they leave with tangible skills and a ready-to-use decision toolkit they can apply directly in their professional roles.

learningm!nds

TRAINER PROFILE



Naveed Ilyas Saya

Business Transformation Consultant | Critical Thinking & Decision-Making Facilitator

Naveed Ilyas Saya is a seasoned corporate trainer and business transformation consultant with over 17 years of experience developing professionals across banking, financial services and corporate sectors. He specialises in helping managers and teams move beyond reactive firefighting toward structured problem solving and evidence-based decisions that hold up under pressure, scrutiny and uncertainty.

Having worked with diverse industries and multinational organisations, Naveed brings practical insight into the real tension behind most business decisions: customer expectations against commercial targets, speed against rigour, and opportunity against risk. His programs build the critical thinking, analytical discipline, creativity and communication skills professionals need to turn problems and data into confident, defensible action.

Naveed's sessions are highly engaging, interactive and application-oriented. He integrates real-world case studies, decision simulations, number-based challenges and team-based exercises so participants can apply what they learn the very next day. He is particularly effective with mixed, cross-functional groups, bringing together participants from different industries and functions to learn from each other's challenges.

Known for his energetic facilitation style, strong communication and impactful stage presence, Naveed consistently delivers high-engagement learning experiences that drive practical workplace outcomes and measurable professional development.

REGISTRATION DETAILS

Training Fee **PKR 45,000** + SST | **10% discount on a group of 3 or more participants**

Fee Includes: Learning material, lunch, refreshments, business networking opportunities, and a certificate of participation.

For Registration(s), send us your Name, Designation, E-mail, Mobile Number and CNIC to **events@learningmindsgroup.com**

For further information please contact **Talha Shabbir**
Phone: **0321-8747595 | events@learningmindsgroup.com**

Cancellation Policy: Cancellations made within 7 working days of the workshop are non-refundable. All cancellations must be submitted via email. Substitutions, however, are welcome at any time.

Interested in a customized in-house workshop for your organization?
Email us at **talha.s@learningmindsgroup.com** to explore the possibilities.