

Environmental Problem Solving & Decision Making

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills to identify and analyse workplace problems, make informed decisions using systems thinking and statistical analysis, and communicate solutions effectively within a business environment. Participants will develop critical thinking, analytical, communication, and decision-making skills that support organisational performance and continuous improvement.

2. Programme Outcome:

- Identify, define, and analyse workplace problems using structured problem-solving techniques
- Evaluate alternative solutions and implement appropriate action plans
- Apply systems thinking to analyse complex business issues and make informed decisions
- Engage stakeholders throughout the decision-making process
- Collect, organise, interpret, and present data using statistical methods
- Apply probability and statistical models to support business decision-making
- Interpret findings and communicate recommendations effectively
- Demonstrate professional written and verbal communication skills within a business environment
- Select appropriate communication methods for different audiences and workplace situations

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0264

SAQA US:

14927, 252026, 9015, 10622

NQF Level:

5

Credits:

24

Entry Requirements:

NQF Level 4 qualification

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(14927 US):** Apply problem solving strategies
- **(252026 US):** Apply a systems approach to decision making
- **(9015 US):** Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- **(10622 US):** Conduct communication within a business environment

4. Topics

Module 1: Problem Solving Strategies

- Introduction to problem-solving
- Types of workplace problems
- Problem identification techniques
- Defining the root cause of problems
- Critical thinking techniques
- Analytical problem-solving models
- Generating alternative solutions
- Evaluating risks and opportunities
- Selecting the best solution
- Developing implementation plans
- Monitoring solution effectiveness
- Continuous improvement techniques
- Learning from problem-solving outcomes

We trust that the above is in order and look forward to hearing from you for Implementation

Module 2: Systems Approach to Decision Making

- Introduction to systems thinking
- Understanding organisational systems
- Problem analysis using systems approaches
- Critical and analytical thinking
- Stakeholder identification and engagement
- Gathering and evaluating information
- Developing solution alternatives
- Decision-making models and frameworks
- Risk assessment
- Selecting feasible solutions
- Communicating decisions
- Monitoring implementation
- Evaluating decision outcomes

Module 3: Statistics and Probability for Business Decision Making

- Introduction to business statistics
- Collecting workplace data
- Organising and classifying data
- Presenting data using tables and graphs
- Measures of central tendency
- Measures of variability
- Introduction to probability
- Theoretical and experimental probability
- Statistical interpretation
- Trend analysis
- Forecasting using data
- Using statistics to solve workplace problems
- Evidence-based decision making
- Communicating statistical findings

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Module 4: Business Communication

- Principles of effective workplace communication
- Communication channels in business
- Professional verbal communication
- Business writing skills
- Email and business correspondence
- Report writing
- Presentation skills
- Active listening
- Questioning techniques
- Conducting meetings
- Communicating with stakeholders
- Managing communication barriers
- Professional communication etiquette
- Team communication and collaboration

5. Target Market

This programme is suitable for:

- Managers and Department Heads
- Supervisors and Team Leaders
- Project Managers and Project Coordinators
- Business Analysts
- Operations Managers
- Administrative Managers and Officers
- Customer Service Managers and Supervisors
- Human Resource Practitioners
- Quality Assurance and Continuous Improvement Officers
- Risk and Compliance Officers
- Public Sector Officials
- Municipal Managers and Administrators
- Business Consultants
- Entrepreneurs and Small Business Owners
- Professionals involved in planning, reporting, and decision-making across all industries

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6. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

7. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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