Garnet
Garnet Global Training Center

GGT-PD-114

Personal Effectiveness & Office Skills

Problem Solving Tools

أدوات حل المشكلات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Problem Solving Tools focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Core skills that make every professional more productive and easier to work with. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Problem Solving Tools to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Employees at all levels, new supervisors and administrative staff. Practitioners with one to five years of experience benefit most.

Key topics

- Time and priority management
- Communication and writing
- Working with others
- Problem solving
- Digital productivity
- Personal development planning

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Problem Solving Tools: principles and standards
- Problem solving
- Checklists and templates to take away

Day 2 Methods and tools in practice
- Digital productivity
- Personal development planning

Day 3 Diagnosis and problem solving
- Time and priority management
- Group discussion and peer review

Day 4 Quality, safety and documentation
- Communication and writing
- Measurement and reporting

Day 5 Workshop, assessment and action plan
- Working with others
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Problem Solving Tools: principles and standards
- Problem solving
- Checklists and templates to take away

Day 2 Methods and tools in practice
- Digital productivity
- Personal development planning

Day 3 Diagnosis and problem solving
- Time and priority management
- Group discussion and peer review

Day 4 Quality, safety and documentation
- Communication and writing
- Measurement and reporting

Day 5 Workshop, assessment and action plan
- Working with others
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
5–9 Jul 2027	5-day online	Live online	Arabic	2,950
20–24 Sep 2027	5-day classroom	Kuala Lumpur	English	4,750
18–22 Oct 2027	5-day classroom	London	English	4,750
5–16 Dec 2027	10-day classroom	Riyadh	Arabic	8,950
16–27 Apr 2028	10-day classroom	Riyadh	Arabic	8,950
9–13 Jul 2028	5-day classroom	Amman	Arabic	4,750
21 Aug – 1 Sep 2028	10-day online	Live online	English	5,450
4–8 Dec 2028	5-day classroom	Abu Dhabi	English	4,750
18–29 Mar 2029	10-day classroom	Jeddah	Arabic	8,950
2–6 Apr 2029	5-day classroom	Barcelona	English	4,750

Dates	Format	City	Language	Fee (USD)
13–17 May 2029	5-day classroom	Riyadh	Arabic	4,750
17–21 Sep 2029	5-day online	Live online	Arabic	2,950
4–8 Feb 2030	5-day classroom	London	English	4,750
15–19 Jul 2030	5-day classroom	Dubai	Arabic	4,750
21 Oct – 1 Nov 2030	10-day online	Live online	English	5,450
2–13 Dec 2030	10-day classroom	Istanbul	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/