

exeQserve

Creative Problem Solving and Decision Making

Online Workshop



DATE & TIME

August 18, 2026 | 8:00 AM - 5:00 PM

PLATFORM

via Zoom

Table of Contents

3	Workshop Overview	7	Workshop Outline
4	What Participants Will Learn	11	Facilitator's Profile
5	Why Should Attend	12	Learning Investment
6	Expected Participants Output	13	About ExeQserve



Workshop Overview

Leaders and professionals are expected to solve problems and make decisions every day. Some problems are simple and only require the right procedure. Some are complicated and require analysis. Some are complex and need experimentation. Some are urgent and chaotic, requiring fast action before deeper analysis can happen.

The problem is that many people use the same approach for different kinds of problems. They jump to solutions too quickly. They rely on familiar answers. They brainstorm without first understanding the issue. They delay decisions because they are afraid to make a mistake. Or they make decisions without clear criteria, buy-in, or implementation plans.

This one-day live online workshop is designed to help leaders and professionals analyze problems more clearly, generate better options, make sound decisions, and present practical solutions with stronger confidence.

This is not a lecture-heavy creativity session. It is a practical problem-solving and decision-making workshop for people who need to handle real workplace issues, make better choices, and move solutions forward.



What Participants Will Learn

By the end of the workshop, participants will be able to:

1. Explain why different types of problems require different responses.
2. Use the Cynefin Framework to distinguish simple, complicated, complex, chaotic, and unclear problems.
3. Avoid jumping to solutions before properly understanding the issue.
4. Define workplace problems more clearly using practical analysis tools.
5. Identify likely causes, effects, constraints, and stakeholders.
6. Generate possible solutions using creative thinking tools.
7. Use structured criteria to compare and evaluate options.
8. Make better decisions by balancing logic, impact, risk, and practicality.
9. Present and advocate solutions in a way that gains support.
10. Create a practical action plan for implementing the chosen solution.

Who Should Attend

This workshop is ideal for:

- Supervisors
- Managers
- Team leaders
- Department heads
- Project leads
- Operations leads
- HR practitioners
- L&D practitioners
- Process owners
- High-potential employees
- Professionals involved in solving workplace problems and making recommendations

Why Attend

Workplace problems do not improve just because people talk about them. They improve when people understand the issue correctly, generate better options, make sound decisions, and follow through on implementation.

Many professionals are busy solving symptoms while the real causes remain untouched. Others have good ideas but struggle to organize them, evaluate them, or present them convincingly.

This workshop helps participants move from reactive problem-solving to disciplined and creative decision-making. They will learn practical tools for understanding problems, generating options, choosing solutions, gaining buy-in, and turning decisions into action.

Expected Participant Outputs

By the end of the workshop, participants will produce:

- Personal problem-solving reflection
- Problem type diagnosis notes
- Improved problem statement
- Root cause and impact analysis worksheet
- List of possible solutions grouped into solution themes
- Decision matrix and selected solution
- Solution pitch draft
- Problem-solving action plan
- Personal problem-solving and decision-making commitment

Workshop Methodology

The workshop will use practical and interactive online learning methods, including:

- Short concept discussions
- Guided reflection
- Zoom polls
- Breakout group discussions
- Shared digital worksheets
- Online case analysis
- Padlet, Zoom whiteboard, or shared slide activities
- Root cause analysis practice
- Decision matrix exercise
- Solution pitching
- Action planning

Workshop Outline

Time	Module	Key Topics/Activities	Output
08:00 am to 08:30 am	Opening, Session Overview, and Problem-Solving Readiness Reflection	<ul style="list-style-type: none"> • Workshop overview • Online participation norms • Reflection: How do I usually solve problems? • Quick Zoom poll on common problem-solving habits • Problem-solving readiness self-check 	<ul style="list-style-type: none"> • Personal problem-solving reflection
08:30 am to 09:30 am	<p>Module 1: Understanding the Nature of Workplace Problems</p> <p>Learning Activity: Online Problem Classification Challenge Participants will review workplace problem scenarios using a shared digital worksheet or Zoom screen share. Individually or in breakout groups, they will classify each scenario as simple, complicated, complex, chaotic, or unclear based on the Cynefin Framework. They will then identify the most appropriate leadership response for each problem type.</p>	<ul style="list-style-type: none"> • Why problem-solving fails • The danger of jumping to solutions • The leader's role in problem-solving and decision-making • Simple, complicated, complex, chaotic, and unclear problems • Matching the response to the nature of the problem • Introduction to the Cynefin Framework 	<ul style="list-style-type: none"> • Problem type diagnosis notes

Workshop Outline

Time	Module	Key Topics/Activities	Output
09:30 am to 10:30 am	<p>Module 2: The Explorer's Hat: Understanding the Problem</p> <p>Learning Activity: Problem Statement Rewrite Participants will work on a shared worksheet containing vague workplace complaints. They will rewrite each complaint into a clearer problem statement using this structure:</p>	<ul style="list-style-type: none"> Defining the problem clearly Separating symptoms from causes Gathering relevant facts Identifying stakeholders and impact Analyzing likely root causes Recognizing assumptions and missing information 	<ul style="list-style-type: none"> Improved problem statement
10:30 am to 10:45 am	Morning Break		
10:45 am to 12:00 nn	<p>Module 3: Problem Analysis Tools for Better Decisions</p> <p>Learning Activity: Root Cause and Impact Scan Participants will use a digital root cause worksheet. Each breakout group will analyze one workplace issue by identifying symptoms, possible causes, effects, stakeholders affected, decision points, and missing information.</p>	<ul style="list-style-type: none"> Cause-and-effect thinking Asking better diagnostic questions Root cause analysis Effects and consequences Constraints, risks, and dependencies Deciding when there is enough information to move forward 	<ul style="list-style-type: none"> Root cause and impact analysis worksheet
12:00 nn to 01:00 pm	Lunch Break		

Workshop Outline

Time	Module	Key Topics/Activities	Output
01:00 pm to 02:00 pm	<p>Module 4: The Artist’s Hat: Generating Creative Options</p> <p>Learning Activity: Digital Idea Expansion Board Participants will use Padlet, Zoom whiteboard, or a shared Google Slide to generate ideas using brainstorming, SCAMPER, or reverse brainstorming. Ideas will first be generated without judgment, then clustered into possible solution themes.</p>	<ul style="list-style-type: none"> • Why teams run out of ideas • Productive brainstorming • Separating idea generation from judgment • SCAMPER as a creativity tool • Reverse brainstorming • Building on other people’s ideas • Turning rough ideas into workable options 	<ul style="list-style-type: none"> • List of possible solutions grouped into solution themes
02:00 pm to 03:00 pm	<p>Module 5: The Judge’s Hat: Evaluating Options and Making Decisions</p> <p>Learning Activity: Digital Decision Criteria Matrix Participants will use an editable decision matrix template. They will rate options based on agreed criteria such as impact, feasibility, cost, risk, timing, and stakeholder support. They will then identify the option that offers the best balance of value and practicality.</p>	<ul style="list-style-type: none"> • Setting decision criteria • Comparing options based on impact, feasibility, risk, cost, timing, and stakeholder support • Separating evidence from opinion • Making decisions under uncertainty • Avoiding analysis paralysis • Choosing the best workable solution 	<ul style="list-style-type: none"> • Decision matrix and selected solution
03:00 pm to 03:15 pm	Afternoon Break		

Workshop Outline

Time	Module	Key Topics/Activities	Output
03:15 pm to 04:15 pm	<p>Module 6: The Warrior's Hat: Presenting and Advocating the Solution</p> <p>Learning Activity: Zoom Solution Pitch Practice Participants will prepare a short solution pitch in breakout groups and present it in plenary. Each pitch should cover the problem, evidence, options considered, recommended solution, expected benefits, risks, and next steps.</p>	<ul style="list-style-type: none"> • Presenting the problem clearly • Explaining the recommended solution • Showing decision logic and expected impact • Anticipating objections and risks • Getting buy-in from stakeholders • Turning decisions into action 	<ul style="list-style-type: none"> • Solution pitch draft
04:15 pm to 04:45 pm	<p>Module 7: Action Planning and Implementation Follow-Through</p> <p>Learning Activity: Online Action Planning Worksheet Participants will complete a simple implementation plan using an editable worksheet with owners, timelines, support needed, risks, communication requirements, and follow-through checkpoints.</p>	<ul style="list-style-type: none"> • Turning decisions into action plans • Clarifying owners and responsibilities • Identifying resources and support needed • Managing implementation risks • Communicating decisions to affected stakeholders • Monitoring progress and adjusting as needed 	<ul style="list-style-type: none"> • Problem-solving action plan
04:45 pm to 05:00 pm	<p>Learning Synthesis and Workshop Close</p>	<ul style="list-style-type: none"> • Personal reflection • Start-Stop-Continue action planning • Workshop synthesis • Closing commitment 	<ul style="list-style-type: none"> • Personal problem-solving and decision-making commitment

Facilitator's Profile



Edwin C. Ebreo

CEO & Founder of
ExeQserve Corporation

Why is Ed Ebreo your best choice for conducting this training?

Ed is recognized by the Philippine Society for Talent Development as a Certified Professional Training Designer (CPTD), and Certified Professional Training Facilitator (CPTF). He contributed significantly in the design and delivery of related certification courses to numerous practitioners.

Edwin is a seasoned expert in Organization Development and Talent Management with three decades of diverse experience spanning retail, financial, BPO, and HR consulting sectors. As President of the Philippine Society for Talent Development and host of "Usapang Training Atbp.", he plays a vital role in advancing the talent management practice in the country. Renowned for his proficiency in facilitating strategy formulations, policy development, and change management initiatives, Ed has led numerous projects aimed at enhancing organizational effectiveness and talent development. Widely recognized for his prowess in designing and implementing learning activities tailored to meet clients' unique needs across various industries, his commitment to empowering HR practitioners and individuals underscores his passion for nurturing talent and driving organizational success.

Learning Investment

Details	Duration	Early Bird Rate	Date
Creative Problem Solving and Decision Making	8 hours	Php 1,680.00 (VAT inclusive)	August 18, 2026

Payment and Registration

Register through our online registration form (<https://forms.gle/WewbmbSRFukEmiJDA>)
And follow the instructions to settle your payment.

You may also opt to register through our Account Managers:

Step 1 - Send us a list of participants you want to register. Kindly include their full names, designations, and email addresses.

Step 2 - For the invoice, also provide the following:

- BIR 2303
- Key contact person (Full Name/Designation/Contact Number) for billing purposes.
- Billing Delivery Address

Step 3 - Settle your payments through bank transfer or bank deposit, and send us a copy of the proof of payment.

Bank Details

Account Name: EXEQSERVE CORPORATION

Account No. : 000-0005962-081

Bank: Security Bank (Dela Rosa Branch)

About ExeQserve

EXEQSERVE CORPORATION is an HR and Organization Development solutions provider that has been operating since 2007. As a strategic partner, we have helped our clients build high-performing teams by offering training, public workshops, and other HROD interventions.

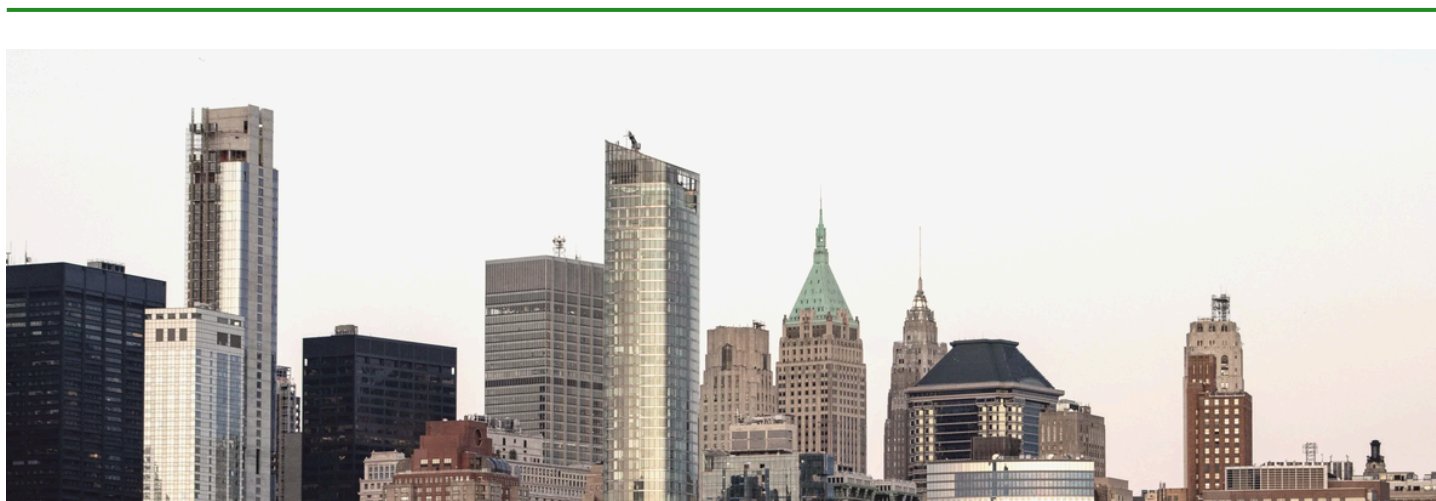
Training

ExeQserve Training will work closely with you to identify your training needs. We tailor-fit our programs to ensure that your employees get exactly what they need. With our passion for fun, balanced with our practical and skills-focused approach, we deliver training that is right for you.

At ExeQserve, we believe that the best way to develop employees' capacity to perform is through a strategic talent development approach.

Consulting

ExeQserve HROD Consulting does its best to understand your organization, its goals, and aspirations, and its current situation and identify the best solution to help enable and empower your employees to contribute to goal achievement. We design employment policies, incentive programs, performance management systems, and other interventions to help you achieve organizational alignment.



Mission and Vision



Our Vision

Powered by a successful team of professionals, ExeQserve shall be a sought-after partner of local and international organizations for our innovative and high quality talent and organization development solutions.



Our Mission

We are committed to providing outstanding services to help companies build teams of high performing individuals



Our Values

Our people are committed to giving value-adding services through:

Pursuit of Excellence

Creativity & Resourcefulness

Customer Intimacy

Flexibility

Teamwork

Fun