



# MASTERSTART



Delivered 100% online



4 – 6 learning hours per week



6 weeks

**WBS** Wits  
Business  
School  
*Sculpting global leaders*

# Problem Solving and Critical Thinking

Build thinking processes that lead to improved performance.

Your mind is your greatest leadership tool. And this course shows you how to get even more from it when tackling complex business challenges. You'll explore proven techniques to analyse challenges with greater clarity to generate innovative solutions and sound strategic decisions. Learn to ask structured questions, think creatively under pressure, and guide conversations toward desired results.

## What will you learn?



### Critical thinking

Analysing and evaluating information objectively to solve complex business problems.



### Solve problems creatively

Using innovative and adaptive thinking to approach and resolve complex business challenges.



### Make data-driven decisions

Using data analysis to guide informed and objective business decisions.



### Strategic thinking

The ability to think long-term and consider the broader implications of decisions, aligning actions with organisational goals.



### Influencing skills

The ability to shape others' attitudes, behaviours, or decisions through persuasive communication and relationship-building.



### Decision-Making

The ability to understand and manage one's own emotions and those of others, fostering a positive work environment.

Contact Us



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Certificate of  
Competence

# Course outline

 5 collaborative learning sessions



WEEK 1

## Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

## Module 1

**Problem solving and critical thinking: tools and techniques**

Apply structured frameworks to identify problems, analyse root causes, and develop clear problem statements that guide effective solutions.



WEEK 3

## Module 2

**Strategies, barriers and tactics for solving problems**

Overcome psychological and organisational barriers, harness cognitive diversity, and apply creative tactics to address complex and unpredictable challenges.



WEEK 4

## Module 3

**Critical, creative and innovative thinking**

Balance convergent and divergent thinking, apply design thinking, and use creative techniques to generate, refine, and evaluate solutions collaboratively.



WEEK 5

## Module 4

**Finding great solutions**

Assess decision-making styles, evaluate alternatives for feasibility and risk, and apply change management strategies to implement effective solutions.



WEEK 6

## Final assessment

Problem-Solving Report relevant to a business environment.

### Who is this course for?

Designed for professionals, managers, and team leaders who want to think more critically, solve problems more effectively, and communicate decisions with confidence. Whether you lead people, projects, or strategy, you'll gain practical tools to turn complex business challenges into clear, actionable solutions that deliver lasting impact.

## The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

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