

Strategic Problem Solving

Language

English

Course content and objectives

In a world shaped by volatility, uncertainty, complexity, and ambiguity (VUCA), the ability to solve complex problems is no longer optional—it's a fundamental leadership skill. Research in cognitive science and organizational behavior consistently highlights Complex Problem Solving as one of the most valuable and trainable competencies for decision-makers, managers, and innovators. It's not just about finding the right answers, but about reframing the right questions, breaking ineffective patterns, and navigating ambiguity with clarity and creativity.

This course introduces the **Strategic Problem Solving®** model developed by visionary and renowned researcher Giorgio Nardone. His pragmatic and counterintuitive approach empowers individuals and teams to tackle challenges by shifting perspective, disrupting unproductive logic, and designing actionable, sustainable solutions.

Together, we will explore a structured yet flexible method that blends analytical precision with creative thinking—an essential toolkit for anyone facing today's complex professional realities.

Topics Summary

1. **Define the problem:** *Explore the issue from multiple perspectives.*
2. **Agree on the goal:** *Describe the desired change in observable terms. "What would tell us the problem is solved?"*
3. **Analyze failed attempts:** *Current or potential solutions that don't solve the problem*
4. **Use the "How to Make It Worse" technique:** *How to imagine deliberately worsening the situation*
5. **Visualize the scenario beyond the problem:** *How to picture the ideal outcome in detail*
6. **Apply the climber's strategy (small steps):** *Start from the goal and work backward*
7. **Adjust the strategy as you go:** *Monitor progress and stay flexible: "What's working, what's not, and what needs to change?"*

Teaching Methodology

It's a course inspired by concreteness and learning by doing. It includes several moments dedicated to the study of models and the use of tools, many individual and group exercises for experimentation on real cases, final discussion and debriefing for comparing the results.

Evaluation Methodology

To pass the exam, participants must correctly answer at least **8 out of 15 multiple-choice questions**

Faculty for the course

Cinzia Estermann: trainer at "La Palestra della Scrittura", a language research and training lab.