

# Case Study: TCC – Problem Solving & Decision Making Training Success Story

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## Turki Qasem

Application Support Lead  
TCC (Technology Control Company)

### Why?

Turki Qasem, an Application Support Lead at TCC, **wanted to improve his decision-making and strengthen his problem-solving capabilities**. He aimed to handle day-to-day challenges more effectively and develop a structured approach to addressing issues in his role.

### Solution

Turki completed **The Knowledge Academy's** Problem Solving and Decision Making training, which was selected through his organisation. The course provided practical techniques that helped him think more clearly, evaluate situations better, and make more confident decisions.

### Experience

Turki described his training experience as **good**. He rated the course content **9 out of 10** and noted that the trainer exceeded expectations by explaining concepts clearly and making decision-making techniques easier to apply. He especially appreciated the personalised interaction during the training.

### Outcome

The training **improved Turki's capabilities by enabling him to assess situations more confidently** and choose appropriate solutions. It strengthened the way he approaches daily challenges and helped him make decisions with greater clarity and structure.

### Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Smooth and good

### Client Testimonial



**Turki Qasem** 

Application Support Lead, TCC



“The training helped me improve my decision-making skills and strengthened my ability to approach problems more confidently. The personalised training approach made the experience especially valuable. I would recommend The Knowledge Academy for anyone looking to build these skills.”