

# **CRITICAL THINKING FOR EFFECTIVE PROBLEM SOLVING**

## ***Introduction:***

Successful organisations recognise that critical thinking and creative solutions to problems significantly enhance business potentials. Today's decision makers must use a variety of thinking styles, methodologies and creative processes. In this course, participants will develop their skills as a critical thinker and problem solver. This course will also demonstrate to participants how to develop innovative and creative solutions to real world business problem when they return to their workplace.

## ***Course Objectives:***

At the end of the workshop, participants will:

- Develop critical thinking skills that you can use every day
- Improve problem solving and decision-making skills
- Identify causes of problems at work
- Communicate, collaborate, and solve problems more effectively.
- Understand how the creative problem-solving process drives innovation
- Apply creativity techniques to generate great solutions

## ***Course Contents:***

### **Foundation Concepts**

- Critical Thinking and Problem Solving
- Two Thinking Modes and Cognitive Biases
- Basic Framework for Problem Solving

### **Defining the Problem**

- The Importance of Identifying the Real Problem
- Quantify the causes and effects
- Arriving at an agreed definition of the problem
- Distinctions and similarities
- Setting priorities based on the deviation from what is desired
- Representing the results of analysis in graphical and written form

### **Applying Root Cause Analysis**

- Purpose and impact of RCA
- Review different RCA techniques
- Finalizing root-cause through a funnelling process

### **Brainstorm Solutions**

- Apply creativity techniques to generate great ideas

### **Developing Solution Process**

- Differentiating divergent and convergent techniques
- Applying tools and techniques for identifying solutions
- Process to narrow down solutions

### **Evaluating Solutions and Making Decisions**

- Applying tools and techniques for evaluating solutions
- Finalize decisions with Decision Matrix

### **Strategic Considerations in Implementing Decisions**

- Identify and review action plans
- Develop and review follow up contingency actions
- Formulate after action review process

### **Implement Solution**

- Achieve success through proper risk assessment
- Present and get management approval

### ***Who Should Attend:***

Individuals at any level of an organisation who want to apply critical thinking skills to their decision-making process.

### ***Training Methodology:***

This highly engaging workshop is designed to deliver maximum result through experiential learning, presentations, case studies, group discussions, self-reflection and translation into actual action plan that can be applied immediately at work.



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***Award of Certificate:***

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

***Duration:***

1 days (7 hours)

***Course Fee:***

\$350 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)