

# Critical Thinking & Problem Solving

HS-102

**Duration: 1 day; Instructor-led**

**Time: 9:00 AM – 5:00 PM**

## ABOUT THIS COURSE

The quality of your results is based on the quality of your decisions. Your best decisions are built on a sharp and focused ability to analyse situations, people and probabilities. This interactive training course will develop these skills and more.

Highly successful organisations are renowned for developing internal climates where innovation and creative solutions thrive. This highly creative, yet practical training course explores what is involved in establishing such a business environment, and will demonstrate to delegates how to develop innovative and creative solutions to real world business problems when they return to their workplace.

The core learning experience centres around a series of practical case study exercises, which will be drawn on to illustrate the key principles involved in critical thinking and innovative problem solving. It will also enable the delegates to test their knowledge and expertise.

Participants will develop the following competencies:

- Ability to use a wide range of problem solving tools, techniques and trusted methods – individually and within a team – to make better decisions faster
- Improved skills of creativity and lateral thinking; developing these skills in others
- Learn the skills of critical thinking and how to build analytical models
- Improved problem- solving and decision making, plus the ability to communicate your thoughts, ideas and conclusions

## AUDIENCE

This programme is designed specifically for:

- All Levels and Job Roles

## METHODOLOGY

The course is an Interactive and enjoyable course that will involve:

- Brain-friendly/Interactive Lectures
- Demonstration
- Games and Simulations
- Video/Audio Presentations
- Practical Exercises
- Interactive and Engaging Learning
- Group Discussions
- Experiential Learning

## OBJECTIVES

- Assess their own thinking and communicating style preferences through a variety of profiling and benchmarking tools
- Understand how to add value through critical thinking and innovative problem solving
- Appreciate the vital importance that communication and active listening have in building a sustainable environment, where great decisions are consistently taken
- Understand, at a detailed level, how to use a wide variety of problem solving tools effectively
- Develop their ability to think “outside the box”
- Obtain the necessary skills to make better business decisions
- Recognise the difference between solving problems and finding solutions
- Takeaway a toolkit of creative techniques to enable them to cope with the challenges which lie ahead
- Determine pragmatic methods for effective management decision making
- Appreciate the impact of personality on the decision making process
- Evaluate and apply a structured approach to generate solutions to organisational issues when making decisions
- Assess personal and organisational decision making creativity and set an agenda for progression
- Apply appropriate creative analysis techniques that generate successful solutions

## COURSE CONTENTS

### Module 1: Defining The Problem And Fundamental Principles

- Systematic Problem Definition (6 Basic Questions)
- Systematic Problem Definition (Grid)

### Module 2: Find Creative Solutions Using Creativity Tools

- Brainstorming

### Module 3: Reverse Brainstorming – PDCA Lean Methods And Effect Diagrams

- KATA Coaching
- Mind Mapping

### Module 4: Evaluate And Select Solutions – Practical Short Cuts For Quick Decisions

- Pro’s and Con’s
- Force field analysis
- Cost/Benefit Analysis
- Feasibility/Capability Analysis

### **Module 5: Problem Solving - A Summary Of Advanced Techniques**

- Overview of Modelling
- Evaluating Potential Actions
- Decision-making tools:
  - Multiple Criteria Analysis
  - 5 Ws & 1 H
  - SWOT
  - Porter's Five Forces
  - Motivating
  - Survey's, focus groups and research-based data
  - Force field analysis
  - Reality Checks for Practicality
- Case study: Managing a change situation

### **Module 6: Developing Critical And Analytical Thinking**

- Learning how to learn – a critical evaluation of our preferred style of learning
- Defining the creative environment
- Establishing the right climate
- Creative approaches explored
- Practical examples and exercises
- Overview of principal Tools & Techniques

### **Module 7: Developing Creative Thinking**

- Thinking outside the box – left/right brain thinking
- Reasons for poor decisions
- Managing the risk
- Decision making applied
- Review of major learning points
- Discussion on any remaining barriers and solutions
- Using problem solving strategies to plan for creative and innovative

### **Module 8: Defining Total Quality Management**

- The concept of Total Quality Management
- The philosophy behind Total Quality Management
- Leading lights and their ideas