



Critical Thinking, Problem Solving and Decision Making Skills

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Course Summary:

This challenging, yet entertaining, course revisits many of the thinking and problem solving skills that lie dormant in the average person. The course explores various kinds of individual and group problem solving approaches, and shows how the wrong approach merely perpetuates problems rather than solving them.

The course also describes various thinking styles; delegates come away with a greater appreciation of the way they think. The course has many interesting and fun problem-solving exercises, but the real value is that delegates go away with a fresh outlook on organizational problem solving, and are motivated to expand their cognitive horizons.

Who Should Attend?

The course has a wide appeal. Delegates may be drawn from many different levels and experience, and from any area of the business especially delegates whose core responsibilities include the understanding and solution of business problems, especially those requiring creative and different solutions.

Training Methodology

The programme is carefully designed to address all styles of learning and to fully engage participants through the use of program material, exercises, case study, role plays, and discussions of relevant organizational issues. Lectures and discussions are either preceded or followed by comprehensive individual and/or group exercises.

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration

Course Objectives:

This training course provides participants with the essential tools and techniques for effective problem solving and decision making. In particular, at the end of this program, the participants will be able to:

- Understand tools and techniques to enhance their critical thinking and problem solving skills.
- Learn how to find out what they don't know and solve the real problem.
- Build a workplace culture that promotes creative problem solving.
- Become familiar with different styles of thinking and identify their personal preferences.
- Develop critical thinking for improved management and leadership skills.
- Apply the disciplined art of critical thinking, including problem solving and decision making, for the success of their organization.
- Create an action plan to further develop Problem Solving & Decision Making skills in the context of work-related issues.

Course Outline:

The Program consists of 7 Modules.

Module 1: An Overview of Critical-Analytical Thinking and Problem Solving (CPS)

- Why Critical Thinking?
- What is Critical Thinking?
- Uses of Critical Thinking
- Elements of Critical Thinking
- Critical Thinking and Creativity
- The Rational Problem Solving Process
- The Creative Approach to Problem Solving

Module 2: How the Mind Works Critically - The NLP Approach

- The Brain, Personality and Behaviour
- Right-Brain and Left-Brain Activities
- Impact of the Traditional Learning System
- Adaptors and Innovators

Module 3: Barriers to Critical -Analytical Thinking and Creativity

- Paradigm Paralysis
- Fear of Being Ridiculed
- Fear of Losing Ownership of an Idea
- Imposing Unnecessary Constraints
- Being Over-Serious
- Transactional Analysis
- Misconceptions of Barriers of Problem-Solving and Decision-Making.

Module 4: Techniques That You Can Practise On Your Own

- Attribute listing
- Forced-Relationships
- Morphological Analysis
- Brain-Writing
- Bionics
- Word Diamonds
- Clichés, Proverbs and Maxims
- Mind Mapping
- Delphi Technique

Module 5: Techniques That You Can Practice In a Group

- Brainstorming
- Quality Circles
- Root Cause Analysis
- Fishbone Diagrams
- Gap Analysis
- Systematic Problem Solving

Module 6: Evaluating and Choosing Options

- Personal Judgement
- Paired Comparison Analysis
- Bullet-Proofing
- Force-Field Analysis

Module 7: How to Lead a CPS Workshop and Turn Ideas into Reality

- The 12-Steps Process of Leading a CPS Sessions
- The Differences Between Creativity and Invention
- The Six Roles That are Needed to Turn Ideas Into Reality
- What You Can Do to Help