

Training Name: Critical Thinking & Problem Solving

Course Duration: 1 Day

Course Code:

Course Overview

This 8-hour training equips participants with essential critical thinking and problem-solving skills. It covers logical reasoning, analytical techniques, decision-making frameworks, and creative problem-solving methods. Through practical exercises and real-world case studies, participants will learn to approach challenges systematically and develop effective solutions.

What you'll learn?

You'll learn to analyze information, identify assumptions, evaluate arguments, and generate creative solutions. This training develops your ability to approach problems logically, make informed decisions, and implement effective strategies through structured thinking and practical exercises.

Target Audience

- Professionals in any field face complex problems.
- Managers and team leaders require strong analytical skills.
- Individuals seeking to improve their decision-making abilities.
- Students and recent graduates enter the workforce.
- Anyone interested in developing their cognitive abilities.

Course Content

1. Getting Started
 - Icebreaker
 - The Parking Lot
 - Workshop Objectives
2. Understanding Critical Thinking
 - What is Critical Thinking?
 - Characteristics of a Critical Thinker
 - Lateral and critical thinking
 - Why businesses need critical thinkers today
3. Personal Thinking Styles
 - **Analyzing personal preferences**
 - Dominance drives behavior
 - Identifying your natural brain dominance
 - Assessing your preferred approach to thinking
 - Enhancing whole brain thinking
 - Leveraging left- and right-brain dominance
 - Recognizing strengths and opportunities
 - Identifying thinking preferences
 - Recognizing others' preferred thinking styles
 - Adapting to others' thinking styles
 - Flexing to opposing styles
4. Chunking: Connecting the dots
 - Big Chunk & Small Chunk thinking
 - Connecting the dots – users, customers, business
 - Understanding Triggers & Symptoms
 - Working on root causes and sources
 - Creating a rational and outcome-centered approach

5. The Critical Thinking Process

- Critical Thinking Model
- Building Focus on root causes & sources
- Working towards eliminating symptoms (causes) and enhancing benefits (sources)
- Identifying the Arguments
- Clarifying the Issues and Arguments
- Establishing Context
- Checking Credibility and Consistency
- Evaluating Arguments

6. Decision Making & Strategic Problem-Solving Tools

- Understanding stakeholder Needs & Wants
- Understanding Explicit & Implicit statements & actions
 - Focusing on desired and agreeable outcomes
 - Building an outcome-centered approach
- Six Thinking Hats: Looking at a Decision from All Points of View
- How to Use the Tool: Six Thinking Hats
- SWOT Analysis
- SOAR Analysis: Appreciative Inquiry

7. Skill sets of a Critical Thinker

- **Questioning Skills**
 - Asking Questions – 5W & 1H
 - Introspect & retrospect
 - Powerful questions & Probing
- Active Listening Skills
 - Understanding Explicit & Implicit needs, statements and actions
 - Responding to what is being unsaid
 - Applying the toolkit
- Communicating with stakeholders
 - Understanding needs, wants, and unsaid statements
 - Channelizing thoughts & writing them down
 - Speaking of Big & Small chunk orientation
 - Building a communication plan

8. Creating Explanations & Handling Assumptions

- Defining Explanations
- Steps to Building an Explanation
- Understanding assumptions
- When are assumptions useful
- Critically evaluate assumptions

9. Putting It All Together

- Presenting solution/approach with impact
- Continual learning & refinement
- Building a Personal Action plan
- Wrap up

