

COURSE OVERVIEW

Breakthrough Critical Thinking and Problem Solving

OVERVIEW

In today's fast-paced business environment, we are faced with countless challenges and problems and often find it difficult to develop adequate solutions. It's a common dilemma, yet it can be solved by attending *Breakthrough Critical Thinking and Problem Solving*. We'll teach you the critical thinking processes you need for exceptional problem solving.

Now, more than ever, you need to be able to clearly work through problems using critical thinking skills. We'll show you how to be proactive instead of reactive. In this one-day course, you'll be given practical tools and techniques that can be used immediately in your workplace.

LEARNING OBJECTIVES

- Define and recognize the value of critical thinking
- Explain the basic concepts of critical thinking
- Discuss how to become a critical thinker
- Describe how to apply critical thinking to problem solving
- Distinguish between facts and assumptions
- Summarize critical thinking for problem solving and idea generation at work

COURSE HIGHLIGHTS

Critical thinking, its importance and value

- The concept and definition of critical thinking
- The importance and value of critical thinking skills
- Advantages of critical thinking
- Characteristics of great critical thinkers
- 7 critical thinking styles
- Keys to becoming a critical thinker

Applying the critical thinking model to problem solving

- The critical thinking model
- Steps for using the critical thinking process in problem solving
- Distinguish between a fact and an assumption
- Be careful about assumptions
- The problem-solving process
- Qualities of a successful problem solver
- Defining the problem
- Collect and analyze data—data collection tools
- How to collect data
- Looking for causes
- Get to the heart of the problem using the 5 Whys technique
- How to perform a root cause analysis

Using creativity in problem solving

- Understand your natural thinking style and how it affects the way you solve problems
- How your thinking skills inhibit your effectiveness and impact results
- Myths of creativity
- Getting creative
- Using brainstorming for potential solutions—the mind mapping technique
- Rules of brainstorming
- The general process of brainstorming
- Sparking creativity in groups
- Keeping creative ideas alive in the face of naysayers

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)