

**Critical Thinking & Problem Solving**

**Category:**

Management

**Course Prerequisite:**

None

**Course Length:**

8 hours

**Materials:**

Included

**Cancellation Policy:**

Less than 30 days, 100% non-refundable with ability to reschedule within 60 days

**Minimum Number of Students:**

4

**Maximum Number of Students:**

15

**Delivery:**vILT or cILT  
(virtual or classroom)

**Pre-work:**

None

**Description:**

There is little consensus on what critical thinking and problem solving is. Within the context of management, however, there is widespread agreement that taking on multiple perspectives about an issue leads to more effective courses of action.

This course draws upon the work of Edward DeBono’s Six Thinking Hats model. The “hats” ensure that each component of an issue receives adequate consideration.

These are:

* Hard Data
* Intuition
* Downside Risks
* Upside Benefits
* Creativity
* Control

In addition, participants are introduced to a process of perspective taking or stakeholder analysis. Said differently, participants assess a situation by using a PIN process that focuses on the problems, interests and needs of those directly or indirectly affected by a problem, issue or impending change.

**Course Benefits:**

* Learn how to accurately identify the real problem in a given situation
* Learn problem analysis best practices - using your decision time most effectively
* Work through the steps of problem solving and decision making
* Ensure your decisions are aligned with your strategy
* Make important decisions with the greatest likelihood of generating expected or desirable outcomes
* Learn valuable techniques and methodologies to expand your critical thinking ability
* Adopt a more creative approach in solving problems
* Overcome barriers to effective problem solving
* Develop self-confidence
* Map out the likely consequences of alternative decisions
* Enhance your abilities to minimize uncertainty and risk