



# CRITICAL THINKING AND PROBLEM SOLVING SKILLS



According to John Adair, the leading authority on leadership and management, there are three forms of applied thinking that we all need: decision making, problem solving and creative thinking. A leader aspiring to excellence needs to ensure the best decisions are made and that problems are solved with the optimum results.

This workshop will provide participants with tools and techniques to improve thinking. They will learn about frameworks and models to aid the problem solving and decision making process to drive their organisations forward.

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# MODULE

01

## The Thinking Process

- The functions of the mind - analysing, synthesising, valuing
- The Depth Mind principle

02

## The Decision Making Process

- Setting objectives
- Collecting information
- Generating options - the lobster pot
- Decision making criteria – must, should, might
- Assessing risk
- The outcomes window
- Involving others

03

## Maximizing the Power of Your Brain

- Critical thinking and problem-solving: the key to effective decision making
- The Iceberg Principle and the Understanding-Resolution Ratio

04

## Generating Ideas

- Brainstorming
- Thinking outside the box
- Vertical and lateral thinking
- The process - preparation, incubation, insight and validation
- Overcoming mental roadblocks

05

## Understanding

- Implementing the decision
- Evaluating effectiveness of the decision making process

06

## Critical Thinking

- Definition of a Critical Thinker
- Critical thinking behaviours: active listening, probing, Empty Your Bucket
- Identify and evaluate issues and viewpoints
- The 3 C's: context, credibility and consistency
- Critical thinking worksheet – practice it!

07

## Problem Solving

- The problem-solving process – various models
- Obstacles and counterproductive approaches
- Problem-solving techniques for groups and individuals
- Applying a problem-solving model to a workplace scenario

08

## Decision Making

- Individual and collective decision making traps
- How to choose: criteria, goals and vision-based decision-making
- Individual and group decision-making tools and techniques
- Decision-making – practical application to a workplace scenario

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