

# Critical Thinking, Problem Solving & Decision Making

Eğitim Tipi: **Classroom**

Süre: **2 Day**

## **Eğitim Hakkında**

Mastering critical thinking and problem-solving skills can help you make better decisions or recommendations – an essential competency in today's knowledge workplaces. Critical thinking helps you to examine and improve thought processes, ask the right questions, challenge assumptions and consider varying viewpoints. Effective problem-solving helps you to properly identify and systematically work through a problem in a comprehensive manner, ensuring clarity when it comes time to make decisions or recommendations.

This course will demonstrate how critical thinking, problem-solving and decision-making work optimally together, and will provide hands-on practice with tools that you can apply to your everyday workday tasks, big or small.

## **Önkoşullar**

There are no prerequisites for this course.

## **Kimler Katımalı**

Anyone who is required to problem solve on the job or make important project, department or organizational decisions or recommendations.

## **Neler Öğreneceksiniz**

- Define critical thinking and identify your critical thinking styles
- Work through the critical thinking process to build, analyze and evaluate varying viewpoints
- Improve key critical thinking skills, including active listening and questioning
- Analyze context and information to clearly understand and identify a problem
- Apply problem solving steps and tools
- Identify appropriate solutions using specific approaches
- Select the best technique for making decisions
- Avoid common decision-making mistakes

## **Eğitim İçeriği**

### **Introduction**

#### **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

### **Critical Thinking**

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

### **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

### **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