



Critical Thinking And Problem-Solving Essentials for Good Decision-making

Course Overview

In modern society, individuals often face a surplus of information, inundated with messages that encourage them to adopt certain beliefs, buy specific products, support particular causes, and lead a particular lifestyle. Amidst this deluge, it can be challenging to distinguish between fact and fiction.

The solution to this problem lies in honing one's critical thinking skills. The ability to think logically and analyze problems systematically has become a crucial survival skill in today's world. This course equips learners with practical tools and hands-on experience in critical thinking, problem-solving, and decision-making.

Participants in this course will learn how to identify underlying assumptions, perspectives, and arguments and evaluate the advantages and disadvantages of a proposed plan or action. They will learn to differentiate between left-brain and right-brain thinking, minimize the influence of emotions in decision-making, and develop skills in critical questioning and evaluating multiple perspectives. By mastering these skills, learners will be better equipped to make informed decisions and take effective action in their personal and professional lives.

Learning Objectives

- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Develop the ability to analyze and evaluate complex arguments using logical reasoning and evidence-based approaches.
- Acquire the skills to identify and challenge cognitive biases and fallacies in one's own thinking and the thinking of others.
- Foster the capacity to ask relevant and insightful questions that lead to a deeper understanding of complex issues and problems.
- Enhance the ability to construct coherent and persuasive arguments using effective communication strategies.
- Learn to apply critical thinking skills in real-world contexts, such as evaluating news articles or making decisions based on limited information.

Who Should Attend

This course is designed for Executives, Managers and identified individuals in the organisation, integral to the business objectives and targets.



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Course Methodology

Immerse yourself in dynamic learning through group activities, demonstrations, hands-on projects, and practical work. Experience a comprehensive educational journey that combines problem-solving, interactive sessions, storytelling, and assessments to enrich your learning experience. The course can be delivered Face to Face or Virtually with Instructor Led power points

Course Outline

DAY 1	COURSE MODULES
0900 – 1030	<p>1. Pre-Course Assessment 2. Course Overview 3. Ice Breaker Activities</p> <p>Chapter 1: Understanding Fundamentals of Good Reasoning</p> <ul style="list-style-type: none">“ What is Critical Thinking?“ Characteristics of a Critical Thinker“ Common Critical Thinking Styles Making Connections
1030 – 1045	Coffee Break
1045 – 1300	<p>Chapter 2: Pitfalls to Reasoned Decision Making and how to avoid them</p> <p>Chapter 3: The Critical Thinking Process</p> <ul style="list-style-type: none">“ The Critical Thinking Model“ The Standards of Critical Thinking“ Identifying the Issues“ Identifying the Arguments“ Clarifying the Issues and Arguments“ Establishing Context“ Checking Credibility and Consistency“ Evaluating Arguments Case Study
1300 – 1400	Lunch Break
1400 – 1530	<p>Chapter 4: A Critical Thinker’s Skill Set</p> <ul style="list-style-type: none">“ Asking Questions“ Probing Techniques“ Pushing My Buttons“ Critical Thinking Questions“ Active Listening Skills
1530 – 1545	Tea Break
1545 – 1700	<p>Chapter 5: Creating Explanations</p> <ul style="list-style-type: none">“ Defining Explanations“ Steps to Building an Explanation“ Making Connections <p>Chapter 6: Dealing with Assumptions</p> <ul style="list-style-type: none">“ Identifying and evaluating assumptions“ Evaluating evidence and sources“ Understanding logical fallacies“ Evaluating credibility

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DAY 2	COURSE MODULES
0900 – 1030	<p>Energizer Activities</p> <p>Chapter 7: Whys and 1H</p> <ul style="list-style-type: none">“ Definition of the technique and how it helps identify the root cause of a problem“ Example of how the 1H and 5 Whys technique is used to identify the root cause of a problem
1030 – 1045	<p>Coffee Break</p>
1045 – 1300	<p>Chapter 8: Creating a Fishbone Diagram</p> <ul style="list-style-type: none">“ Definition of Fishbone Analysis and how it helps in problem-solving“ Steps to create a Fishbone Diagram“ Group activity: Creating a Fishbone Diagram for a given problem
1300 – 1400	<p>Lunch Break</p>
1400 – 1530	<p>Chapter 11: 8D and 5Whys</p> <ul style="list-style-type: none">“ Using the 8D and 5Why to make informed decisions in a technical situation“ More techniques to analyse a problem“ Importance of considering multiple criteria in decision-making“ Group activity: Creating a 8D format for a given problem
1530 – 1545	<p>Tea Break</p>
1545 – 1700	<p>Chapter 10: SWOT Analysis</p> <ul style="list-style-type: none">“ Definition of SWOT Analysis and how it helps in strategic planning“ Identifying strengths, weaknesses, opportunities, and threats“ Group activity: Conducting a SWOT Analysis for a business scenario <ol style="list-style-type: none">1. Wrap-up and Conclusion2. Recommended Reading List for Day23. Post-Course Assessment