

Problem Solving Training: Critical & Analytical Thinking (SPSDM, 2 jours)

Description

In the modern workplace, making good decisions, with limited information and short time frames is frequently the norm. In the course Critical & Analytical Thinking (Problem Solving Training), participants review different decision-making models. The training covers strategies & techniques for options analysis & decision making. The course also explores common logic fallacies as well as the use of effective deductive & analytical thinking in everyday decision making.

Tarifs

- Tarification: \$1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Introduction

How are Decisions Made?

The Role of the Corporate Imperative (Warren Buffet)

The Role of Self and Ego in the Decision Making Process

Where do Organizational Politics fit in?

Where do Policies and Practices fit in?

Where do Methodologies (ITIL, RUP, SCRUM, etc...) fit in?

Becoming an Effective Critical Thinker

Becoming an Exceptional Problem Solver

Understanding Yourself, and Your Decision Making Style

The Human Brain: From Left to Right

The Human Brain and Emotion: Why Feelings Matter

The Human Brain and the Environment: Why Where Matters

Understanding your own Personal Brain Dominance

Understanding your Personal Likes and Preferences

The Decision Maker: Styles and Types

Understanding your own Decision Making Style

Identifying Areas for Improvement in Personal Decision Making and Analytical thinking.

Understanding Others

Identifying Brain Dominance in Others

Identifying Decision Making Styles in Others

The Importance of Bridging the Gap

Integrating Different Styles and Strategies

Concrete Solutions to Everyday Issues

Critical Thinking Models

Introducing Deductive Reasoning, Inductive Thinking and Causal Thinking

Deductive Thinking: Principles, Logic, Syllogism, Truth Tables and Functional Arguments

Causal Thinking: Informal Causal Thinking, Basic Patterns, Common Mistakes, Reflecting on Cause and Effect

Moral, Legal and Aesthetic Thinking

Applying Analytical thinking in Every Day Professional Tasks

The Art and Science of Problem Solving

Overview of the Problem Solving Process

The Art of Defining the Problem
Investigating Potential Causes
Identifying Possible Solutions
Choosing a Solution and Implementing the Approach
Creating an Action Plan
Monitoring the Implementation
About Verification and Closing the Problem

Brainstorming Tools for Problem Solving

Creating a Positive Physical Environment
Identifying the Mood of the Situation
Beginning on the Right Foot: Employing Positive Communication Methods
Stimulating Creativity in All: Identifying
Eliminating Barriers to Change and Creativity
Challenging the Corporate Imperative
The Art of Brainstorming
The Organization of Structured Walkthroughs
Visualizing Information: Charts and Mind Maps

Overcoming Fallacies

Assessing the Credibility of the Claim
Assessing the Credibility of the Information Source
Overview of Common Fallacies
The Outrage Tactic and Scare Tactics
The Fine Art of Rationalization
The Everyone Knows Fallacy
The Art of Relativism
The Two Wrongs make a Right Fallacy
The Red Herring Fallacy
Other commonly occurring Fallacies

The Nuts and Bolts of Decision Making

Techniques for Gathering Information
Identifying Stakeholders
Understanding the Issue
Identifying the Desired Outcome
Working with Potential Solutions
Moving towards Utopia! Choosing the Solution
Making Recommendations - To Choose or not to Choose