

# Academy of Training

## Critical Thinking, Problem Solving and Decision Making

### Overview

One of the key factors for success in any business is our ability to think critically, to solve problems and to make sound decisions in relation to these. However, to do so effectively requires more than just skill and enterprise.

First, we must be able to distinguish between symptoms and problems. We must then be able to exercise the discipline, especially under time or other constraints, to follow a process which will enable us to make the best decision possible to meet the needs posed by the problem or situation facing us.

### Objective

The objective of this one-day programme is to assist managers, team leaders and other professionals in developing all the key skills for developing a critical thinking approach for effective problem solving and decision making.

### Content:

Topics covered in this workshop include:

- Critical thinking and problem solving - a process rather than an event
- Understanding the business context of decisions
- Barriers to critical thinking, effective problem solving & decision-making
- Distinguishing between symptoms and problems
- Five stages of problem solving and a critical thinking approach
- Identifying and defining problems
- Collecting and analysing information
- Critical thinking, problem solving and decision-making tools
- Generating and evaluating alternative solutions
- Understanding consequences and future impact of decisions
- Taking and implementing decisions
- Risk assessment and contingency plans
- Monitoring and control of implementation strategies.

### Method

The workshop is highly practical, with participants working on live issues and scenarios drawn from their own work environment.

### Resultant Benefits

On completion of the workshop, participants will understand the difference between symptoms and problems and will have developed key techniques for a critical thinking approach for effective problem solving and decision making. They also will be able to use a five-step process which can be applied in most, if not all, decision-making situations.

©Academy of Training  
[www.academyoftraining.co.nz](http://www.academyoftraining.co.nz) : Telephone 021-506-701