

Breakthrough Thinking In Problem Solving & Decision Making

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

“There is nothing that is a more certain sign of insanity than to do the same thing over and over and expect the results to be different.”

– Albert Einstein –

PROGRAM OBJECTIVES

In our daily working life, we are faced with challenges all the time. Hence, without realizing this, a big part of our job, and time, is centred on solving problems. However, this is a core competency that we often over-looked and turn to blame rather than solving the problem itself. In most cases, problems can be avoided or even prevented. Due to our inadequacy of critical thinking, we tend to miss out certain details and thus widen the problem and may even create other problems. Therefore, critical thinking is absolutely crucial in our planning to reduce undesired outcomes. Combined with creative and lateral thinking, our decisions made can now be more effective in arriving at the outcomes that we desire.

This intensive, hands-on, activity driven program teaches skills that boost better results through increased understanding and effective implementation of the problem solving and decision making processes. It helps sharpen your skills and empowers you to take the best possible actions in any given situations. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact at every given opportunity when facing a problem and making a decision every time.

Breakthrough Thinking In Problem Solving & Decision Making focuses on the following areas:

- Communication
- Decision making
- Problem solving techniques
- Solutions generation
- Thinking processes

LEARNING OBJECTIVES

After completing the training, you should be able to:

- Create depth in the thinking process
- Develop higher level of problem solving competency
- Improve logical and critical thinking mode
- Inculcate diagnostic and analytical thinking approach
- Make effective decisions

METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

FRAMEWORK AND IMPLEMENTATION

Our unique experiential framework and implementation empowers you to:

- Apply continuous growth through curiosity and discovery that leads to new experiences and growth opportunities
- Build on your decision making skills with flexibility and ease
- Create a critical thinking workforce
- Develop empathy by promoting curiosity and understanding leading to collaboration and valuable conversations
- Employ effective problem solving skills in different types of situations
- Enhance listening skills and powerful questioning skills
- Get better at problem solving by breaking things down and identify core issues
- Have higher self-awareness by examining own beliefs, biases and assumptions
- Improve communication by expressing ideas logically and clearly
- Increase lateral thinking through different perspectives by challenging norms
- Prevent potential and repeat problems from happening

- Solve problems systemically and objectively

COURSE CONTENTS

Day 1:

Module 1: Problem Solving Cycle

- Problem definition
- Data collection
- Analysis study
- Solution development
- Implementation and monitoring

Module 2: Defining The Problem

- Tool #1: Data Check Sheet
- Analysis fact finding
- Selecting the right data
- Data collection and check sheet
- Summarize and make a conclusion

Module 3: Less For More

- Tool #2: Pareto Diagram
- Being effective in prioritizing actions
- Developing the Pareto Diagram
- The Pareto Line
- Getting more done with less

Module 4: Probable Causes

- Tool #3: Fishbone Diagram
- The 6Ms
- Developing the Fishbone Diagram
- Fishbone Diagram with T/F Circle
- TPN Analysis

Day 2:

Module 5: Root Cause Analysis

- Discovery questioning
- The Funnel Model
- Active listening
- Drilling down
- Tool #4: The Why-Why Analysis

Module 6: Monitoring And Selecting

- Tool #5: Graph & Data Monitoring and Tool #6: Selection Matrix
- Handling considerations
- Selecting choices
- Confirming criteria
- Making decisions

Module 7: Solutions To Actions

- Tool #7: 3D Action Planning and Tool #8: Considerations, Pros & Cons
- Thoroughness
- Recommendations
- Linking Fishbone Diagram
- Hot Seat #1

Module 8: Risk Assessment And Mitigation

- Tool #9: What If and Tool #10: Deducing Techniques
- Hot Seat #2
- Reasoning
- Reflection
- Coaching performance