



CRITICAL THINKING & PROBLEM SOLVING SKILLS FOR WORK PERFORMANCE



RM 2,600



100% HRDC Claimable

Module Overview

We face challenges all the time at our workplace daily. We fail to realize that the main part of our job, and time, is focused on solving problems. Problem solving skill is the core competency that we often over-look and tend to fire fight rather than solving the problem. In most cases, problems can be prevented.

Due to our inadequacy of critical and creative thinking, we tend to miss out on certain details and thus widen the problem and may even create other problems. Therefore, critical thinking is 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.

Someone with critical thinking skills can:

- Understand the links between ideas.
- Determine the importance and relevance of arguments and ideas. Recognise, build and appraise arguments.
- Identify inconsistencies and errors in reasoning.
- Approach problems in a consistent and systematic way.
- Reflect on the justification of their own assumptions, beliefs and values.
- Critical thinking is thinking about things in certain ways to arrive at the best possible solution in the circumstances that the thinker is aware of. In more everyday language, it is a way of thinking about whatever is presently occupying your mind so that you come to the best possible conclusion.



Learning objectives

- Create depth knowledge in the thinking and action process.
- Develop higher level of problem-solving competency.
- Improve critical and creative thinking mode.
- Inculcate diagnostic and analytical thinking approach.
- Equip themselves with the skills and knowledge to effectively identify, analyze, and solve problems using structured problem-solving and analytical thinking techniques.
- Apply the concepts, tools and techniques to real-world scenarios, leading to improved decision-making, increased efficiency, and improved quality of output and productivity.

Targeted Participants

This training is specially designed for Supervisors, Executives, Managers and Senior Managers who are involved in problem solving activities.

Method of Training

- Lectures.
- Exercises.
- Group discussions.
- Practical exercises.
- Theoretical sessions shall be followed by workshops and general discussions.

Duration

2 Days



Contents Day 1 | 9 am - 5 pm

Module 1: Introduction and Ice breaking

- CUP concept and the importance – Experiential learning activity
- Thought and action process
- Critical and creative thinking in problem solving

Module 2: The Basis of Problem Solving & Critical Thinking

- Thinking, skills, knowledge, experience
- Tools, tactics, techniques
- Methods, modes, means
- Communications, styles, interactions

Module 3: Foundation Of Critical Thinking and Problem Solving

- We cannot solve a problem without making decisions
- Decision making requires analytical thinking, creative thinking and critical thinking
- Analytical thinking requires logical reasoning to problems and decisions
- Decision making is an important and crucial part in the structured problem-solving process
- Two thinking modes and cognitive biases
- Basic framework for problem solving

Module 4: Defining the Problem

- What is a problem?
- The importance of identifying the real problem
- Problem identification technique
- Problem definition
- Problem defining technique
- Writing a problem statement

Module 5: Generating Alternative Solutions

- What is problem solving?
- Importance of problem solving in professional life
- Obstacles in problem solving
- Problem solving processes, tools and techniques
- The power of creativity and idea generation process
- Idea generation – Experiential learning activity



Contents Day 2 | 9 am - 5 pm

Module 6: Evaluating Alternatives with Critical Thinking

- 5 tips to improve critical thinking
- Intellectual standards to assess thinking
- Time-phased model of decision making
- Critical thinking – Experiential learning activity

Module 7: Brainstorming the Key Tool in Problem Solving

- What is brainstorming?
- Purpose and benefits of brainstorming
- Rules and guidelines for effective brainstorming activity
- Techniques for enhancing creativity and innovation during brainstorming
- Brainstorming exercise – Experiential learning activity

Module 8: Critical and Creative Thinking Tools

- The Kipling Method or the “6 Serving Men of Creativity”
 - What is this tool and how to use it?
 - Thinking Exercise – Experiential learning activity
- Root Cause Analysis (RCA) and Why-Why Analysis
 - What is this tool and how to use it?
 - Fish Bone Diagram (Ishikawa Diagram)
 - Thinking Exercise – Experiential learning activity
- SCAMPER Technique, the team brainstorming technique
 - What is this tool and how to use it?
 - Thinking Exercise – Experiential learning activity
- Mind Mapping
 - What is this tool and how to use it?
 - Thinking Exercise – Experiential learning activity

Module 9: Final review and Conclusion

- Conclusion and Next Steps
- Review of problem-solving tools covered in the training
- Importance of continued practice and application of problem-solving skills
- Suggestions for next steps and further learning opportunities (e.g. advanced training, on-the-job application)
- Wrap-up and evaluations

