

# Problem Solving & Critical Thinking for Public Service Leaders

Thinking Laterally and Rationally to Make Decisions

## Introduction

The capacity to reason logically and coherently while applying knowledge to solve issues in our groups and organisations is known as critical thinking. It is a crucial business talent that enables us to think creatively, recognise implications and contradictions, build and assess arguments, find pertinent ideas, and approach challenges methodically.

In order to adapt to change swiftly and successfully, participants in this Problem Solving & Critical Thinking for Public Service Leaders training course can apply their expertise of critical thinking and problem solving to the global information economy. When they return to their businesses, they will be equipped to assess data from various sources and find solutions.

**The following will be covered in this Course N Carry Problem Solving & Critical Thinking for Public Service Leaders training course:**

- Techniques for implementing critical thinking in groups and institutions
- Utilising the variety of available techniques to solve challenges
- Recognising individual preferences and modifying them for circumstances and other individuals
- Useful applications of problem-solving and critical thinking techniques in the workplace
- Building problem-solving and critical thinking abilities in groups and departments

## Objectives

**The following competences will be developed by participants in this training session on Problem Solving & Critical Thinking for Public Service Leaders:**

- Knowing when to apply critical thinking in professional settings
- Using reason to solve challenges and thinking clearly
- Examining data from several sources in order to solve issues
- Creating, assessing, and choosing novel concepts
- Critical introspection and assessment of oneself to support decisions

## Training Methodology

In line with adult learning and learner-centred learning concepts, the programme blends practical workshops with presentations that cover theory and industry best practices. In total, 40% of the training will be theoretical and 60% experiential.

There will be plenty of chances for participants to use the skills they learn and improve throughout the course. We maximise role plays, brainstorming sessions, movies, case studies, peer exchanges, and exercises in small and large groups. It is recommended for participants to consider and talk about their personal experiences and problems in the workplace.

We'll be working one-on-one and in small groups for a long period to find solutions for the problems that participants are facing. They will return to their teams with fresh perspectives and abilities that they can put to use right away.

Each session will provide case studies that illustrate the range of ways in which multinational corporations apply problem solving, critical thinking, and creative thinking.

## Organizational impacts

**When managers and leaders consider issues carefully before acting, organisations gain from this. Examples of such benefits include:**

- Examining a topic as its whole, coming up with ideas, and bringing up solutions for other unsolved issues
- Adopting fresh perspectives and going beyond the box to solve issues
- Encouraging more groups and employees to collaborate in order to solve business issues
- Generating several answers to a problem and knowing which to use in any given circumstance
- Keeping from making mistakes and drawing incorrect assumptions
- Making choices that will benefit the company in the long run
- Prior to making judgements, obtaining data and evaluating both internal and external influences
- Making choices that consider the opinions of all those involved

## Personal Impact

**Delegates to this training session on Critical Thinking & Problem Solving for Public Service Leaders will be able to:**

- Make sense of the relationships between the ideas.
- Give logical explanations for their rationale.
- Take part in and assess conversations and arguments
- Find logical fallacies and typical errors in thinking
- Systematically work through issues both individually and in groups
- Justify their own suggestions and thoughts.

## Who should attend?

**For public service leaders who make decisions or manage groups of decision makers, this Course N Carry Critical Thinking & Problem Solving for Public Service Leaders training course is intended. These leaders include:**

- Members of the Senior Management Team
- Project managers and programme directors
- Heads of HR, IT, Finance, and Strategy Functional Units
- Heads of the sales, marketing, and customer service departments
- Individuals with the potential to lead who are getting ready for their next position

## **Course Outline**

### **Day 1**

#### **Developing Your Critical Thinking**

- Critical thinking definitions include logical, sceptical, objective analysis and evaluation of factual data.
- The Abilities Required for Critical Analysis
- Essential Qualities of Critical Thinkers
- Developing Critical Thinking Capabilities
- Gaining the Capacity to Think Rationally and Logically
- How to Think Independently and Reflectively
- Evaluating Our Capabilities for Critical Thinking
- Creative Thinking is one of the Complementary Thinking Skills.
- Applying the Test of Cognitive Reflection

### **Day 2**

#### **Using a Methodical Approach to Solving Issues**

- Finding and Defining the Challenge: The issue or problem that needs to be fixed
- The Primary Models of Problem Solving
- Finding Potential Remedies with the CREATE Model
- Applying Analysis and Prioritisation Tools to Implement Solutions
- Overcoming Barriers to Problem Solving
- Gaining Adoption of Your Suggested Solution
- Techniques for Solving Problems for Individuals
- Strategies for Resolving Issues in a Group

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### **Day 3**

## **Recognising Your Individual Preferences**

- Evaluating Your Favoured Method of Thought
- Improving Both Left and Right Brain Whole-Brain Thinking
- Acknowledging and Adjusting to Coworkers' and Team Members' Preferred Thinking Styles
- Investigating Your Originality
- Finding the Things That Encourage Your Originality
- Removing Individual Obstacles to Creativity
- Going Beyond Your Own Style

## **Day 4**

### **Critical Thinking and Problem-Solving Skills**

- Using Mind Maps, Concept Charts, Flow Charts, Triangulation, and Meta-thinking to Document the Creative Process
- Using Data and Information Blocks to Build Knowledge
- Resources and Methods for Increasing Creativity
- Critical Reading Techniques and Skills
- Critical Speaking and Listening
- Logic in Reasoning and Arguing
- Using Words to Persuade and Influence
- Providing Proof and Supporting Thoughts and Suggestions

## **Day 5**

### **Using Critical Thought in Your Group**

- Promoting Creative Thinking in Groups
- Ideas for Brainstorming in Teams
- How to Constructively Challenge Assumptions
- Making Certain Teams Steer clear of groupthink.
- Promoting Critical Thought Among Group Members
- Creating a Personal Action Plan Using the Strengths and Developmental Areas This Programme Has Found for You