

Critical and Lateral Thinking Skills



Understanding how best to solve problems and make decisions are skills that can be learned. The skills needed to accomplish this, involve learning to find the real problem, separating symptoms from causes, and implementing sound, creative decisions to support the positive impact of the outcome. This event will examine:

- The overall process for making decisions and solving problems
- Identifying the root-cause of the problem
- The importance of using models
- Getting the ideas out and prioritising them
- How to implement decisions and solutions
- Using assessment data to solve problems and make decisions

Who Will Benefit?

Anyone who makes decisions on a regular basis and needs to make more informed decisions and solve problems more effectively

Course Outline

- Left, right and whole brain thinking
- Diagnostic thinking tools to determine why the problem exists
- Helicopter vision
- Gap analysis
- AID - attractiveness, implementation & difficulty
- The uncertainty tunnel – precursors, amplifiers, dampeners and consequences
- Root cause analysis
- Prioritisation matrix
- The power of group thinking
- Factors effecting the solutions acceptance

Duration

½ Day

01623 627264

www.xceedtraining.co.uk

xceedexpectations