

# Critical Thinking and Problem Solving

## Aim

This workshop develops cognitive skills/analytical thinking in learners, helping to develop adaptive thinking patterns in diverse work and academic settings.

Using a variety of well-known and up to date tools to develop these methodologies, the workshop is applicable to all levels of the organisation assisting in the outcomes of better decision making.

## About this Course...



*To assist office administrators and middle management with problem solving, reaching goals and setting of high standards in the smooth operation of the company.*

## Who Should Attend this Course?

This course will benefit all staff who potentially deal with problems that require creative and critical thinking to solve, including Project Managers, Managers, Supervisors, Team Leaders.

## Outcome

A delegate who achieves this unit standard will be able to:

Implement problem formulation techniques of increasing degrees of complexity and novelty.

Analyse and clarify components of a problem.

Determine parameters and strategise for task solutions.

Implement strategy and monitor performance.

Evaluate strategy application and adapt where necessary to changing circumstances and/or task requirements.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
9015	4	6	<b>Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems</b>

**Duration: 2-Days**

## Content

Defining "Critical Thinking"	<ul style="list-style-type: none"> <li>• Understanding the meaning of critical thinking</li> <li>• Advantages of critical thinking in the workplace</li> </ul>
Articulating or defining the problem	<ul style="list-style-type: none"> <li>• Defining the problem or situation as what it is using various methods and defining what the problem it is not by rewording the problem and exposing all assumptions</li> <li>• Polarity exercise, fear star and twelve steps in decision making as additional tools to explore assumptions</li> <li>• Putting it into practice</li> </ul>
Viewing different perspectives	<ul style="list-style-type: none"> <li>• Using various business tools at our disposal to help us build various and varying perspectives of the problems</li> <li>• Using De Bono six hat thinking</li> </ul>
Building usable Knowledge	<ul style="list-style-type: none"> <li>• Characteristics needed to build useable knowledge</li> <li>• Separating the usable and the non-useable knowledge, ensuring that various components of the problem have been analysed and clarified by means of questioning techniques</li> </ul>
Evaluating solutions	<ul style="list-style-type: none"> <li>• Identifying the best solutions through various methods of questioning and collaboration, problem solving techniques and strategies</li> <li>• Identifying the measurable and the timing of these</li> </ul>
Acting on solutions and findings	<ul style="list-style-type: none"> <li>• Evaluating the strategy application and adapting where necessary to change circumstances or task requirements</li> </ul>