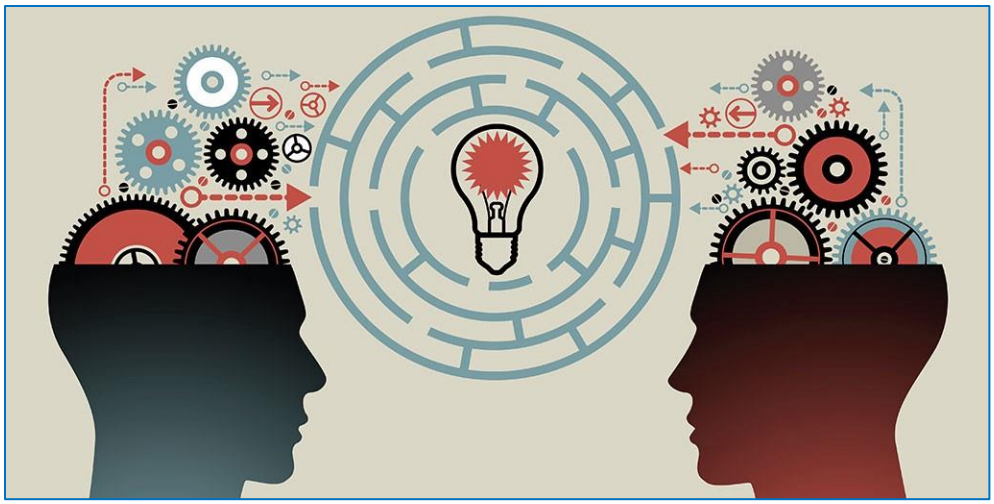
Tel No:+97126654546 | FaxNo:+97126654182 | Email: training@cmc-me.com | www.cmc-me.com



TM202:
Critical Thinking, Problem Solving and Decision-Making Skills

Training Description:

Mastering critical thinking and problem-solving skills can help you make better decisions or recommendations – an essential competency in today's knowledge workplaces. Critical thinking helps you to examine and improve thought processes, ask the right questions, challenge assumptions and consider varying viewpoints.

Effective problem-solving helps you to properly identify and systematically work through a problem in a comprehensive manner, ensuring clarity when it comes time to make decisions or recommendations. Applying the techniques of critical thinking allows you to dismantle complex problems and to understand the inputs and implications of your thought processes. By applying problem analysis and good practices you'll be able to develop positions and arrive at decisions that are logical and explicable to others. After completing the course, you'll understand why most decisions are of poor quality and be able to impose quality controls on both your decisions and the decisions of others.

This course will demonstrate how critical thinking, problem-solving and decision-making work optimally together, and will provide hands-on practice with tools that you can apply to your everyday workday tasks, big or small. Learn how to be an inventive, logical decision maker by understanding the principles behind critical thinking and the tools used to consistently identify and select the best decision among multiple alternatives. In this course, you'll explore a structured way to approach and dismantle problems with a view toward optimum outcomes.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Define critical thinking and identify your critical thinking styles
- ✓ Work through the critical thinking process to build, analyze and evaluate varying viewpoints
- ✓ Improve key critical thinking skills, including active listening and questioning
- ✓ Analyze context and information to clearly understand and identify a problem
- ✓ Apply problem solving steps and tools
- ✓ Identify appropriate solutions using specific approaches
- ✓ Select the best technique for making decisions
- ✓ Gain an in-depth knowledge of structure, standards, and ethics of critical thinking
- ✓ Avoid common decision-making mistakes

Training Designed for:

This course is intended for anyone who is required to problem solve on the job or make important project, department or organizational decisions or recommendations.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

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Training Program:

FIVE DAYS:

- PRE-TEST
- Introduction
- Maximizing the Power of Your Brain
  - Critical thinking and problem-solving: the key to effective decision making
  - The Iceberg Principle and the Understanding-Resolution Ratio
- Critical Thinking
  - Definition of a Critical Thinker
  - Structures of Thinking
  - Thinking with Standards
  - Sophistry and Intellectual Ethics
  - Critical thinking behaviours: active listening, probing, Empty Your Bucket
  - Identify and evaluate issues and viewpoints
  - The 3 C's: context, credibility and consistency
  - Critical thinking worksheet – practice it!
- Problem Solving
  - The problem-solving process – various models
  - Obstacles and counterproductive approaches
  - Problem-solving techniques for groups and individuals
  - Applying a problem-solving model to a workplace scenario
- Introduction to Decision Making
  - What's a Decision?
  - High Quality vs. Low Quality Decisions
  - Becoming a Better Decision-Maker
- Decision Making
  - Individual and collective decision-making traps
  - How to choose: criteria, goals and vision-based decision-making
  - Individual and group decision-making tools and techniques
  - Decision-making – practical application to a workplace scenario
- Barriers to Brilliant Decisions
  - Instinctive Decision-Making
  - Barriers to Sound Reasoning
  - Outlook vs. Reality
- Problem Analysis Guidelines
  - Opening the Mind
  - 10 Best Practice Guidelines
  - Structuring Techniques
  - Putting It All Together
- The Decision
  - Who Decides?
  - Who Should Decide?
  - Take Home Message

- Course Conclusion
- POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
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