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## Masterclass in Critical Thinking, Problem Solving & Decision Making

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**Thursday & Friday, November 14 & 15, 2024 \* 8:15AM to 12:15PM via Zoom**

**Thursday & Friday November 21 & 22, 2024 \* 8:15AM to 12:15PM via Zoom**

### Course Outline

#### **Module 0. Introduction**

- Exploring what is critical thinking (CT)
- Explaining the RISE framework

**Module 1. Reflect:** Thinking is the most important driver in problem-solving and decision-making. The quality of our solutions and results depends on our ability to think effectively. CT goes beyond analytical thinking! Addressing barriers to CT

- Mental barriers
- Psychological barriers
- Environmental barriers
- Inter-personal barriers

**Module 2. Inquire:** Best practices for analyzing problems

- Preparing the mind for CT
- Using CT for problem clarity
- Using CT for data gathering and verifying
- Using CT for analysis and conclusion

**Module 3. Solve:** Best practices for finding solutions and making decisions

- The framework and the process
- Brainstorming for solutions
- Using CT to evaluate options
- Using CT to decide on best option

**Module 4. Execute:** Going beyond CT-PS-DM: How to sell your great ideas and solutions to your management decision makers, board directors and business owners. Best practices for buy-in and execution

- Using CT to sell the solution
- Using CT to implement the solution
- Using CT for continuous improvement

Note: The proprietary **RISE** framework is a holistic approach where participants:

- **R**eflect on four major prerequisites to be an effective problem solver
- **I**nquire as to the root cause of the problem
- **S**olve by creating and ranking possible options, then deciding on the best option
- **E**ngage stakeholders with a thought-out communication and execution plan.

**How this training is different from others:**

Most courses on problem solving and decision making that are offer in the market are short on two fronts:

- First, they invest relatively less time to stimulate the participants' critical thinking (CT) skills and quickly jump to problem-solving techniques. The risk is that people are tasked to solve problems without adequate foundation on correct thinking.
- Second, courses usually stop at participants arriving at solutions. The reality is that one must also know how to sell those solutions to other stakeholders, especially senior management. Furthermore, the problem does not disappear until the solution has been successfully implemented.

**NOTE:**

**This is a CESB-Accredited Training Program under Board Resolution No. 1735 effective on March 12, 2024. It is intended to strengthen the following CES Core Competencies: Strategic and Critical Thinking, Driving Performance for Integrity and Service and Planning and Organizing for Greater Impact.**

This is aligned with the learning and development requirement for career advancement of division chiefs and executives/ managerial positions in government and leadership skills required in the 21<sup>st</sup> Century civil servants.

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