

Critical Thinking, Problem Solving & Decision Making

(5 day course)



SHMAILAN

COURSE OBJECTIVE

Making the right decisions in business is critical to success. In this program we will explore the concept of critical thinking and how it can aid in problem solving and decision making. We will also look at different techniques to address problems and how to ultimately make the right decisions. Delegates will feel more confident in their ability to solve problems and decision making.

AUDIENCE

Who does this training benefit :

Procurement Managers / Senior Officers
Purchasing Managers / Senior Officers
Contract Administration Managers/Officers
Project Managers/Engineers/Officers
Those who are groomed for above positions

Course Prerequisites :

None

Workshop Structure :

- Theory supported by examples
- Case study
- Practical group exercises
- Supporting training material is provided to each participant

Timing :

9.00am to 1:00pm*

Refreshments and a one hour lunch break is provided

* Hours can be flexible based on client needs

Location :

Four or Five Store Hotel in Dubai*
Details provided upon registration

Course Benefits

- Quality control in decision making
- How thinking and reasoning processes operate
- Natural barriers to sound reasoning
- Where to look for bias and assumptions in problem analysis
- Analytical techniques for comparing alternative solutions
- Structure, standards, and ethics of critical thinking
- Inputs and implications of thought processes
- Techniques for structuring the comparison of alternatives
- Formulating creative solutions
- Analytical decision analysis techniques such as sequencing, sorting, time lines, and matrixes

Critical Thinking, Problem Solving & Decision Making - Course Review

What You Will Learn

On completion of this training course, delegates will be able to:

- > How to better solve problems
- > Learn new techniques for solving problems
- > Learn how to help others solve problems

Course Content

1. The Problems with Instinctive Decision Making

Factors which influence our natural decision-making
Quality problems with intuitive decision-making processes

2. What is Reasoned Decision Making?

What are the barriers to reasoning well?
What are the qualities of reasoned decision processes?

3. The Natural Barriers to Sound Reasoning

Emotional state, Mental shortcuts, Patterning,
Bias and assumptions, Mind set, Need for explanations
Narrow focus, Stubbornness

4. An Introduction to Critical Thinking

Are you a critical thinker?
What is critical thinking?
Why do we need critical thinking?
Developing as a critical thinker
Second-order thinking

5. The Structure of Reasoning

Purpose
Point of view
Assumptions
Implications and consequences
Data, facts, and experience
Inferences
Questions

6. Standards of Critical Thinking

Clarity, Relevance, Logic, Accuracy, Depth,
Significance, Precision, Breadth, Fairness and
Ethics

7. Problem Analysis and Decision Making - Best Practices

Slow down, Think critically, Clarify purpose,
Impose creativity, Focus on major factors, Actively
focus in and out, Structure process, and Step back

8. Imposing Creativity on the Choice of Solutions

Slow down, Suspend judgment, Imagine
courageously, Think beyond conventional wisdom,
Question everything and everyone, Restate the
problem, Dismantle the problem

9. Analytical Decision-Making Techniques

Sequencing
Sorting
Time lines
Matrixes
Decision trees
Ranking
Probability

CANCELLATION POLICY

Delegates can cancel in writing at any time with the following fee applicable
13 – 5 days 20% of training cost
5 – 3 days 40% of training cost
2 – training date 80% of training cost

NOTIFICATION

Joining instructions will be emailed to the training coordinator 5 days in advance of the workshop date

SCHEDULE

Critical Thinking, Problem Solving, & Decision Making	January	February	March	April	May	June
					X	
	July	August	September	October	November	December
					X	

PRICE

	US \$
Per delegate	\$2995.00

BOOKING

1. **RESERVE** your place by emailing us at info@sigtraining.com
2. **CONFIRM** your attendance using the attached booking form

Shmailan Training – Critical Thinking, Problem Solving & Decision Making



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**Booking Form Fax Back
To
FAO INFO
Fax Number: 97143415352**

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Company :
Address :
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.....Postcode :
Telephone : Fax :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Course : Critical Thinking, Problem Solving and Decision Making

Date of Workshop :

Invoice Details

Company : Mr/Mrs/Miss/Ms. (please circle)
First Name : Surname :
Department : Email :
Address :
PO Number..... Postcode :
Telephone : Fax :

Cost of Course per delegate :
Number of delegates attending :
Total Cost :
Name (please print) :

SIGNATURE

