



Critical Thinking and Creative Problem Solving

Creative Problem Solving and Strategic thinking is the only way to ensure that your organization is seeing all of its possibilities. Being “stuck in the same rut” can be more harmful than some might expect. In this course, Elevate USA instructors will take participants on an interactive journey that will lead to more effective decision making, problem analysis and thought processing. The ability to do these successfully will give each participant the confidence they need in any situation.

Learning Objectives

Successful completion of this course will increase participant knowledge and ability to:

1. Explain how their biases affect their capability to creatively and critically think.
2. Seek out knowledge and facts to dissolve assumptions and lead to better options.
3. Use a variety of techniques to generate creative ideas and solutions.
4. Ask applicable questions that lead to creative problem solving.
5. Generate more ideas.
6. Factor the unknown and uncertainties into decision making.
7. Assess risks in any situation.
8. Make well-informed decisions.
9. Deliver your Ideas in a way that buy-in is guaranteed.

Course Agenda (2 day)

Module 1: Establish Perspective: Know Your Mind-Set

- First Things First: Own and Define the Problem
- Recognize the 7 critical steps to accepting a problem
- Understand Your Unique Thinking Strengths and Weaknesses
- Recognize What Prompts and Inhibits Successful Critical Thinking for
- Uncover Biases You Probably Don't Know You Have
- Take It to Action
- Recognize When Your Assumptions Will Get You Into Deep Trouble
- Understand the “Human Side” at Play in Your Business Situations
- Discipline Your Mind to Be Open to Think in a Whole New Way
- Think Critically and Take It to Application
- Redefine problems to discover overlooked solutions

Module 2: Creative Problem Solving- How to generate Ideas

- Understand the Difference Between Strategic Thinking and Critical Thinking
- Brainstorming, mind mapping and other techniques for swiftly generating loads of great ideas
- Develop Detective Skills to Ask All the Right Questions Required to Reach On-Target Conclusions
- Challenge the Facts
- Weigh Competing Interests and Priorities
- Adopt a Process for Evaluating Differences
- Put on Different Thinking Hats Required for Problem Resolution in Different Types of Situations
- Brainstorm for More and Better
- Generate Optional Solutions
- Become an “Idea producer”
- Master “Think Tank Tools”

Module 3. Overcome the Obstacles That Get in the Way of Critical Thinking and Creative Problem Solving

- Make Decisions: Get to Actions and Solutions
- Understand How to Assess the Risks of Any Situation or Solution
- Gather and Assess Information Critical to Making Well-Informed Decisions
- Factor the Unknown Into Your Decision-Making Strategies
- Implement These Steps to Add Depth and Breadth to Decisions
- Evaluate the Risks vs. Rewards of Possible Solutions
- Think Critically and Take It to Application

Module 4: How to Pitch Your Great Ideas

- Overcoming resistance to change in yourself and your staff
- How to sell creative ideas in a technical world
- Moving from ideas to action — how to get buy-in from key personalities
- 8 common traits shared by all marketable ideas or projects
- 13 common characteristics of innovative change efforts
- 8 tactics for handling external resistance and overcoming external opposition
- The 12 basic steps for creative problem solving

