

Analytical Thinking and Problem Solving

MEDIUM : English / Cantonese / Putonghua

Duration: 1 Day

Organizations and individuals encounter problems everyday. Often these problems can be complicated by our unwise decisions, emotional reactions or panicky actions. To be able to do the right thing at the right time to these problems is crucial to an organization's long term survival.

The purpose of this course is to provide participants a strategy and a set of tools to solve problems and make decisions rationally.

Objectives

At the completion of the course, participants will be able to:

1. Explain a 4-step problem solving process
2. Appraise a situation
3. Analyse the causes of and implications to a problem
4. Generate options to resolve a problem
5. Make decisions

Methodology

Discussions, games, demonstrations, simulated exercises, mini-lectures, case studies

Course Outline

1. Situation Analysis

The program will start with a *game* in which participants will need to put on their thinking caps to analyse an interesting problem. The game will serve as an introduction, icebreaker, and an overview to the program.

- General approach to problem solving
- Importance of analytical thinking in solving problems
- Components of a problem statement
- *Case study*

2. Analysing causes

Through a *case simulation and discussions*, participants will learn:

- Differentiating symptoms from causes
- Asking key questions
- Represent information using a Fishbone Diagram
- Identify patterns and contrasts
- *Case study*

3. Exploring and evaluating options

Through a *game, an exercise and discussions*, participants will learn how to generate and explore options to resolve a problem, including:

- Some techniques in generating ideas
- *Case study*

4. Reaching a decision

Through a *case study and discussions*, participants will learn how to make a decision. Included in the sub-topics are:

- Defining goal
- Analysing factors
- Assessing options
- Making team decisions