

Advanced Critical Thinking and Innovation

Workshop #501 - One day - On-Site - Customized

This customized one day workshop, builds on skills learned in the “Critical Thinking for Problem Solving and Decision Making” or “Critical Thinking for Leaders” workshop. In this session we continue within the framework with advanced conclusion tools that raise the confidence of a conclusion and exercises to present and critique those conclusions for support, buy-in, enrollment and approval. We push through the limits of conclusions with Outside-the-box, Abduction and Impossible critical thinking techniques. We augment the decision tools with a risk tool consisting of 11 components and the concept of fuzzy criteria (i.e. the grey area). In addition, we practice the necessary skill for leadership; that of being a Thinking Coach, i.e. getting others to think critically.

Our Customization

Continuing with our strategy of examples and exercises that contain relevant real world situations, we'll use a real case issue of our client as we dive deeper into critical thinking and look at “for” and “against” arguments. Prior to the workshop, we meet with some of the attendees, or team leader, to obtain an understanding of the work they do and specific objectives and challenges they have. With this, we create relevant examples and exercises for the workshop, and the appropriate cases.

Benefits for Participants of this workshop

Participants in the workshop will gain additional practice with the core tools and learn additional techniques to create and present innovative solutions. The Benefits include:

- Generating new and breakthrough solutions
- Creating an environment for innovative thinking
- Clear presentations of solution options to decision makers
- Leadership skills for helping others think critically
- Improved and faster decision making

Upon successful completion of this workshop, participants will be able to:

- Use new techniques to generate “outside the box” ideas
- Thoroughly understand risks associated with a solution
- Lead others to think critically
- Create an environment for innovation
- Present solutions in a way that enrolls and gains the support of others, including decision makers

Not your average Class or Seminar!

Like all HeadScratchers workshops, the education of our participants includes applying critical thinking tools and techniques in the real world on your actual business problems. Tools and Techniques are taught, and then practiced in class, on the actual problems, goals and issues of the participants. Then, when they return to the workplace, they already know how to apply what was just learned.

Advance Critical Thinking and Innovation
***“We can't solve problems by using the same kind of thinking we used
when we created them.” Albert Einstein (1879 - 1955)***

Advanced Critical Thinking and Innovation

Overview: This customized one day workshop, builds on skills learned in our “Critical Thinking for Problem Solving and Decision Making” workshop and focuses on the related topics of Confident Conclusions, Innovation, Presenting Solutions, Risks and Decisions and Being a Thinking Coach

Participants are asked to bring a current issue they need to make a decision about (or influence a decision). Additional topics include: Triangular Thinking, Influencing and Communicating ideas, Fuzzy Criteria, An 11-Point Risk model and template, Advanced Decision Criteria.

Learning Objectives: After completing this course, you will be able to:

- Be more practiced in the 3-step Critical Thinking Process
- Be able to identify the “box” that constrains your current thinking
- Learn techniques to think “outside the box”
- Learn to apply critical thinking for breakthrough results using “abductive” and “impossible” thinking
- Creating credible presentations for buy-in, enrollment and approval
- Understand and practice the tools to sustain a critical thinking environment
- Be a Thinking Coach - Help others to use Critical Thinking and make decisions
- Think through 11 risk factors and how they weigh in
- Be able to apply critical thinking to decisions that are not black and white (“fuzzy” decisions)
- Create your next step plan (created in the workshop)

Course Outline:

We introduce and practice a variety of techniques to generate new, credible solutions and then practice presenting and critiquing the premises that support them. This includes;

- Using the core tools plus additional conclusion tools to create strong and credible arguments
- Using Innovation techniques to create new solutions beyond “the box”.
- Presenting your conclusions and critiquing others
- Our 11 component Risk tool that helps identify what the risks are and what to do about them.
- Lastly, critical thinkers need to be thinking coaches to get others to think critically.

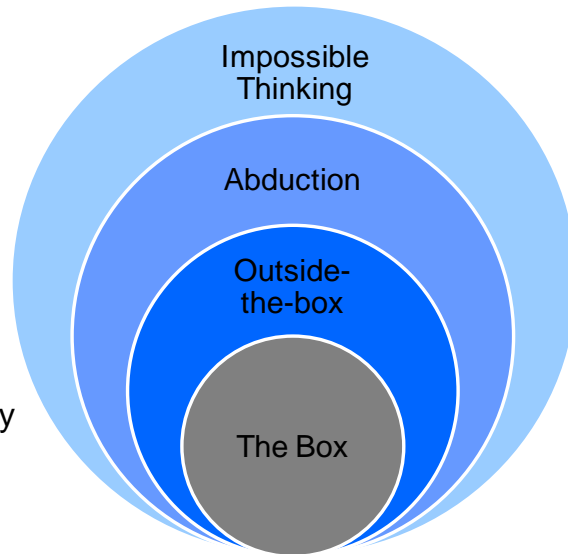
Topics Covered:

- Clarity - Additional tools to ensure Clarity;
 - What Else and Anticipatory Thinking
- Conclusions - Create Solutions and the Conclusion Thinksheet
 - Credibility and Consistency - Increasing the strength of your premise
 - Triangular Thinking – When you can’t know exactly
 - Argument Analysis – Review for and against arguments as elements of conclusions
 - Presenting your solutions to influence, enroll, and get approval
- Innovation - Creating an environment and stimulating creativity and innovation
 - Building a tower
 - Thinking Outside-the-Box - Challenging the Premise (What if?, What other?)
 - Abductive Thinking - Thinking beyond your experience
 - Impossible Thinking -To generate Breakthrough ideas
- Decisions - Taking action and the Decision Thinksheet
 - Risk Criteria – A 11 point Risk model that helps you evaluate the risk, w/exercises (Downsides, Downside Probability, Upside, Upside Probability, Downside Absorption Capability, Ignoring Statistical Downside, Controllability, Necessity of Upside, Reversibility, Mitigation Strategy, Preeminent Metrics)
 - Fuzzy Criteria – Not all the criteria of a decision are black and white. This topic looks at the grey ones
- Being a Thinking Coach
 - Jobs Description and Rules
 - Role Play
- Next Steps - Your plan to implement your learning (for yourself and your team)

The world of conclusions and innovation

Outside-the-box, Abductive and Impossible thinking produce solutions you cannot reach otherwise

The Box – your everyday Automatic and Critical Thinking Conclusions



Decisions and Risk



Materials attendees will receive:

- A workbook containing
 - Copy of slides used in the course
 - Helpful hints
 - An appendix - List of places to use critical thinking and 100 questions to ask
 - Thinksheets that guide participant through the critical thinking process
 - Blank Thinksheets that can be used post course
- A free subscription to The HeadScratcher Post, a monthly, one page, thought provoking Newsletter about some technique or tool related to Critical Thinking.
- Laminated sheets containing summary of tools and our “The 10 minute Thinksheet”

Who should attend this course?

Senior Individuals, Supervisors, Managers and Directors who make significant business affecting decisions and/or manage teams and/or projects. Participants should have at least 5 years of experience in the workplace, and at least a few years at the senior individual or managerial level.

Duration:

One day, usually from 8:00 A.M. to 4:15 P.M.

Delivery Method:

Group-Live, On-Site at your location
Maximum of 25 Participants per class

Prerequisite: At least 5 years experience in the workplace. Must have been a prior participant in HeadScratchers “Critical Thinking for Problem Solving and Decision Making” or “Critical Thinking for Leaders”

How we prepare for the Workshop:

Some of the participants, or the sponsor, organizer, or manager(s) of a team, are interviewed (via phone) for about 20-30 minutes with questions about the participants responsibilities and the scope of the problems they resolve, and decisions they make. Alternatively this can be in the form of a questionnaire. From these interviews we tailor the content, break-out exercises and examples to be relevant for the participants and to maximize the learning.

How you prepare for the Workshop:

We suggest participants come to the workshop with a few tasks, problems or goals from their work. The workshop is fast passed and builds upon the learning, so the participants should plan and devote the full day for the class. Of course, we understand if an urgent matter occurs.

If the culture is such that the participants will perform pre-work, we’ll ship “Think Smarter” the book, prior to the class and ask for a few chapters to be read. In this way we can spend less time introducing some of the tools and more time devoted to exercises that practice them.



Multiple curriculums for varied attendees:

In addition to customizing the content, we also vary the approach to accommodate various configurations of attendees and needs. These include:

- **Advanced Critical Thinking and Innovation for Product Teams**
For Product and Process teams that are tasked to create new solutions we put more emphasis on Innovation and Presenting ideas and solutions
- **Advanced Critical Thinking and Innovation for Leaders**
For managers of people or projects. We'll put more emphasis on being a Thinking Coach and creating the environment for Innovation and Decision making.
- **Advanced Critical Thinking and Innovation for Intact Teams**
For Managers or Leaders along with their direct reports. The emphasis and exercises are focused on using critical thinking techniques on a team issue, such as a strategy, new product or process effort. The emphasis of this workshop will depend upon the functional area. For example, when training an audit team, Risk will be of great interest. When training an R&D team, Innovation will be of more interest.

Complete curriculum customization is available for special needs or for a mixture of attendees.

How to Arrange for a Workshop

For on-site workshops, fees and scheduling please contact:

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720-493-8567

Contact Information:

For more information about the workshops please contact us at 720-493-8567 or info@headscratchers.com or visit our website at www.headscratchers.com



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