

#321 / 721 - Two Day Course – In person (321), or Virtual Live (721)

Summary

This two-day workshop provides Sr. individuals, supervisors, managers and leaders a thorough foundation and set of tools and techniques for Critical Thinking in a variety of situations. The participants will practice these tools in numerous and extended exercise sessions using their real individual business issues. Templates, called Thinksheets, are used as a guide for thinking, both in the class, and to aid future out of class use.

Thinking Coach, one who gets others to think Critically. Having learned and practiced the core critical thinking tools, the participants role play and partake in an extensive Thinking Coach exercises. As a leader, it's essential to get others to think critically. Whether you're managing up, across or down, interacting with customers or third parties, being a Thinking Coach is a discipline to help and organization focus on true issues and implement critical thinking throughout an organization.

Learning Objectives:

- Distinguish “Automatic” Thinking from “Manual”
- Understand a Framework for Thinking Critically and apply the 3 step Critical Thinking Process
- Learn and practice a variety of tools to think critically including the use of Thinksheets to:
 - Get Clear on a Problem, Situation or Goal
 - Guide your thinking for Conclusions
 - Guide your thinking for Decisions
- Creating credible presentations for buy-in, enrollment and approval.
- Think through 11 risk factors and how they weigh in
- Leave the day knowing how to ask questions to get yourself and others to think critically
- Identify where you can apply Critical Thinking in your job and create a next steps plan



Topics Covered:

- Distinguishing “Automatic” Thinking from “Manual Thinking”
- Framework and Benefits of Critical Thinking
- Empty your bucket
- Clarity - “Get Clear” on a problem to solve or decision to make, and the Clarity Thinksheet
 - Inspecting the problem statement
 - The tools of Socratic Questioning; Why, So What
 - Anticipatory Thinking
 - Need vs. Want
- Conclusions - Create Solutions and the Conclusion Thinksheet
 - Applying Inductive & Deductive thinking.
 - Understanding the Premise that leads to a conclusion and how personality affects this.
 - How facts, observations, experiences, beliefs and assumptions affect your thinking
 - Why people come to different conclusions and what to do about it.
 - Credibility and Consistency - Increasing the strength of your premise
 - Presenting your solutions to influence, enroll, and get approval
- Decisions - Taking action and the Decision Thinksheet
 - The Elements of Decision; Who, When, Need, Risk and Criteria
 - Risk– An 11-point Risk model that helps you evaluate the risk; Downsides, Downside Probability, Upside, Upside Probability, Absorption Capability, Ignoring Statistical Downside, Controllability, Necessity, Reversibility, Mitigation Strategy, Preeminent Metrics.
 - Fuzzy Criteria – Not all the criteria are black and white. This topic looks at the grey ones
- Being a Thinking Coach - The rules and role play
 - The rules & Extended Role play to practice this skill and implementing this in a team
- Next Steps - Your plan to implement your learning (for yourself and your team)

Duration: Two Days

Who should attend this workshop? – Sr. Individuals, Team Leads, Managers, Directors, Leadership