

#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