



Problem Solving, Decision Making and Thinking Skills

Hammond Educators' Problem Solving, Decision Making and Thinking Skills courses empower professionals with the practical tools needed to think clearly, act decisively, and communicate effectively in today's fast-paced work environments.

Through focused training in problem solving, decision making, critical thinking, and creative thinking, participants learn to approach challenges with confidence and innovation. They gain the ability to analyze complex issues, generate strategic solutions, and make well-informed decisions that drive results and strengthen organizational performance.

Our offerings include:

1. Problem Solving and Decision Making (1 day)
2. Critical Thinking & Problem Solving (2 Days)
3. Creative Thinking and Innovation (2 Days)



Problem Solving and Decision Making (1 day)

To take full advantage of the fast pace of technological change and opportunity, professionals must constantly seek new and innovative solutions to the challenges facing their organizations. This workshop is designed to provide the skills that they will need to accomplish this.

Participants will improve their ability to correctly and quickly identify and define problems. They will become more efficient in generating and weighing alternative solutions and communicate the preferred solution in an organized and concise manner.

In this course we use an IS-IS NOT Matrix to find the causes of a problem. It isolates the What, When, and Where, aspects of a problem, keeping the focus on the elements that have an impact on the problem and eliminating the elements that do not. The result is participants learn to uncover the root cause(s) of problems and to solve them correctly and quickly.

Critical thinking will improve a person's ability to recognize opportunities for improved business performance, to choose from a wide variety of resources to solve problems, to anticipate problems in project planning and to promote the continuous involvement of others in the improvement process.

Lastly, participants will explore how the methods used in class can be incorporated into their organization's processes and procedures. We use small lectures, discussion, individual and small team activities and lots of practice.

Learning Objectives:

Upon completion of this workshop participants will be able to:

1. Use the IS-IS NOT Matrix of problem-solving (Kepner-Tregoe Method)
2. Identify cause(s) of problem
3. Write well-defined objectives
4. Use evaluative techniques for solution alternatives
5. Assess adverse consequences and decrease their effects
6. Use skills and techniques of creative thinking
7. Lead problem-solving and decision-making groups
8. Reduce the time it takes to solve a problem



Critical Thinking & Problem Solving (2 Days)

Each person's ability to think critically and think well is critical to success, both personal and organizational. In fact, critical thinking is at the root of all that we do well. Unfortunately, thinking effectively is hard work. The mind – left on its own, can ignore logic, refuse to look at the facts, generate ludicrous ideas and be overwhelmed with emotion – just when quality thinking is needed the most. It is often just easier to rely upon past patterns and habits.

The course employ numerous methods to accomplish the objectives including: discussion using the Socratic method, demonstration, individual, team and class activities, role plays, self-evaluation, learning instruments, video, and short reading and writing assignments.

The result is students get the skills that they'll need. They will learn to ask the right questions, discover and mitigate personal bias, challenge assumptions and see others' viewpoints with clarity and to identify and eliminate those psychological and personal barriers that block full use of their thinking potential.

Course Objectives:

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

1. Identify problems and opportunities; formulate problem and objectives clearly and precisely
2. Draw upon a full repertoire of thinking skills, tools and techniques to do the right thinking at the right time.
3. Identify the skills necessary for critical thinking and provide a critical perspective to their thought process.
4. Develop an awareness of their own thinking processes and the impact of those processes on their behavior and on others.
5. Explain the difference between convergent and divergent thinking and the growing need for more effective divergence need
6. Skillfully use questioning techniques to gather and assess relevant information
7. Challenge assumptions: recognize and assess the existence of assumptions and point of view in themselves and others
8. Generate and evaluate alternatives
9. Recognize and assess the existence of assumptions and point of view in themselves and others
10. Evaluate conclusions and solutions against meaningful criteria, requirements, and constraints
11. Assess and mitigate the risks of planned actions
12. Work effectively with others to figure out solutions to complex problems
13. Develop a personal action plan to transfer workshop concepts to the workplace and continue self-development



Creative Thinking and Innovation (2 Days)

To take full advantage of the fast pace of technological change and opportunity, professionals must constantly seek new and innovative solutions to the challenges facing their organizations. This workshop is designed to provide the skills that they'll need to accomplish this.

Creative thinking will improve the professional's ability to recognize opportunities for improved performance, to choose from a wide variety of resources to offer the best solution to the organization. Lastly, participants will learn to identify and eliminate those psychological and personal barriers that block full use of creative potential.

Course Objectives:

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

1. Explain the difference between convergent and divergent thinking
2. Provide proof that creative thinking is a skill that can be taught
3. Use the following methods to generate and evaluate ideas:
4. Brainstorming
5. Striker's "Morphology"
6. Affinity Diagramming
7. Mind Mapping
8. Discussion 66
9. Delphi Technique
10. Paired Comparison
11. Weighted Decision Model
12. Plan and lead an ideation session
13. Develop an action plan designed to overcome their barriers to creative thinking
14. Develop an 'action plan' to enhance their creative thinking ability