Critical Thinking & Problem Solving for Public Service Leaders
Rational and Lateral Thinking for Decision Making

22 - 26 Jun 2020, London
Introduction

Critical thinking is the ability to think clearly and rationally, using information to solve problems in our teams and organisations. It is an essential business skills that allows us to think outside the box, spot consequences and inconsistencies, construct and evaluate arguments, identify relevant ideas and systematically solve problems.

This GLOMACS Critical Thinking & Problem Solving for Public Service Leaders training seminar enables delegates to apply the skills of critical thinking and problem solving in the global knowledge economy so that they can deal with change quickly and effectively. They will return to their organisations able to analyse information from diverse sources to solve problems.

This GLOMACS training course will highlight:

• Strategies for applying critical thinking in teams and organisations
• Solving problems using the range of techniques available
• Understanding personal preferences and adapting them to situations and other people
• Practical applications of critical thinking and problem solving tools in the workplace
• Developing critical thinking and problem solving skills within teams and business units

Objectives

During this GLOMACS training course, participants will develop the following competencies:

• Recognising when to use critical thinking in business situations
• Thinking clearly and solving problems rationally
• Analysing information from diverse sources in solving problems
• Developing, evaluating and selecting new ideas
• Critical self-reflection and self-evaluation for justifying decisions

Training Methodology

The programme combines presentations that share both theory and industry best practices with practical sessions in accordance with adult learning and learner-centred learning principles. Overall, 60% of training will be experiential and 40% will be theoretical.

Participants will have lots of opportunities to put into practice the skills they develop and enhance during the course. We make the most of small and whole group exercises, videos, case studies, peer exchange, brainstorming, role plays and discussions. Participants are encouraged to reflect on and discuss their own professional issues and experiences.

We will spend lots of time working one-on-one and in small groups to resolve the challenges participants face. They will leave with new ideas and skills they can implement immediately they step back into their teams.

Case studies will be included in each of the modules to demonstrate the variety of ways global organisations are using critical thinking, creative thinking and problem solving.

Organisational Impact

Organisations benefit when leaders and managers take the time to think through issues before acting, including:

• Looking comprehensively at an issue, brainstorming and surfacing solutions to other unresolved problems
• Looking beyond conventional solutions and embracing new ideas to address problems
• Encouraging more teams and staff members to work together in solving company problems
• Developing multiple solutions to an issue and being able to select the most appropriate in any situation
• Avoiding making mistakes and jumping to the wrong conclusions
• Making decisions that deliver benefits in the longer term for the business
• Gathering information and analysing internal and external factors before making decisions
• Making decisions that take all stakeholders views into account

Personal Impact

Delegates will be able to:

• Make logical connections between ideas
• Explain their reasoning in rational ways
• Participate in and evaluate discussions and debates
• Detect inconsistencies and common mistakes in reasoning
• Systematically solve problems on their own and in teams
• Justify their own opinions and recommendations

Who Should Attend?

This GLOMACS training programme is designed for leaders in public service organisations who are involved in decision making or lead teams of decision makers, including:

• Senior Management Team Members
• Programme Directors and Project Managers
• Heads of Functional Units in HR, IT, Finance and Strategy
• Heads of Customer Service, Marketing and Sales Teams
• People with Leadership Potential who are preparing for their next role
DAY 1

Becoming a Critical Thinker

- Definitions of Critical Thinking - rational, sceptical, unbiased analysis, evaluation of factual evidence
- The Skills We Need for Critical Thinking
- Key Traits of Critical Thinkers
- Improving Critical Thinking Skills
- Developing the Ability to Reason Logically and Rationally
- How to Engage in Reflective and Independent Thinking
- Assessing our Critical Thinking Abilities
- Complimentary Thinking Skills including Creativity
- Using the Cognitive Reflection Test

DAY 2

Taking a Systematic Approach to Problem Solving

- Identifying and Articulating the Challenge - issue or problem to be resolved
- The Main Problem Solving Models
- Identifying Possible Solutions using the CREATE Model
- Implementing Solutions using Analysis and Prioritisation Tools
- Overcoming Obstacles to Solving Problems
- Winning Support for Your Preferred Solution
- Problem Solving Techniques for Individuals
- Problems Solving Techniques for Team

DAY 3

Understanding Your Personal Preferences

- Assessing Your Preferred Approach to Thinking
- Enhancing Whole-Brain Thinking – left and right brain
- Recognising and Adapting to the Preferred Thinking Styles of Colleagues and Team Members
- Exploring Your Creativity
- Identifying the Things that Stimulate Your Creativity
- Eliminating Personal Barriers to Innovation
- Stretching Outside Your Personal Style

DAY 4

Skills for Critical Thinking & Problem Solving

- Recording the Creative Process using Mind Maps, Concept Charts, Flow Charts, Triangulation and Meta-thinking
- Building Knowledge with Data and Information Blocks
- Tools and Techniques to Become More Creative
- Critical Reading Skills and Practices
- Speaking and Listening Critically
- Reasoning and Arguing Logically
- Using Words to Influence and Persuade
- Presenting Evidence and Justifying Opinions and Advice

DAY 5

Applying Critical Thinking in Your Team

- Encouraging Group Creative Thinking
- Brainstorming Options for Use in Teams
- How to Challenge Assumptions in Constructive Ways
- Ensuring Teamsw Avoid Group Think
- Encouraging Critical Thinking among Team Members
- Developing a Personal Action Plan based on Your Strengths and Areas for Development Identified during this Programme
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<thead>
<tr>
<th>Code</th>
<th>Date</th>
<th>Venue</th>
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<tr>
<td>PS002</td>
<td>22 - 26 Jun 2020</td>
<td>London - UK</td>
<td>$5,950</td>
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REGISTRATION DETAILS

LAST NAME: __________________________________________
FIRST NAME: _________________________________________
DESIGNATION: _______________________________________
COMPANY: __________________________________________
ADDRESS: __________________________________________
____________________________________________________
CITY: ______________________________________________
COUNTRY: __________________________________________
TELEPHONE: _________________________________________
MOBILE: ___________________________________________
FAX: ______________________________________________
EMAIL: _____________________________________________

AUTHOURISATION DETAILS

AUTHORISED BY: _____________________________________
DESIGNATION: _______________________________________
COMPANY: __________________________________________
ADDRESS: __________________________________________
____________________________________________________
CITY: ______________________________________________
COUNTRY: __________________________________________
TELEPHONE: _________________________________________
MOBILE: ___________________________________________
FAX: ______________________________________________
EMAIL: _____________________________________________

PAYMENT DETAILS

☐ Please invoice my company
☐ Cheque payable to GLOMACS
☐ Please invoice me

CERTIFICATION

Successful participants will receive GLOMACS’ Certificate of Completion

4 WAYS TO REGISTER

Tel: +971 (04) 425 0700
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TERMS AND CONDITIONS

• Fees – Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
• Mode of Payment – The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
• Cancellation / Substitution – Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
• Hotel Accommodation – is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
• Attendance Certificate – a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
• Force Majeure – any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
• Fair Access / Equal Opportunities – In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.