

Effective Decision Making: Solving Problems By Analytical & Cognitive Thinking

2 Day Highly Interactive Workshop

Participants: Managers – Project Leads – Quality – Process Leads & Team Members

Workshop Methodology: Interactive & Participatory Case Based Reasoning & Facilitation

Objective:

- Understand how Analytical & Cognitive Thinking can help Organizations in Effective Problem Solving and Decision Making
- Evaluate Role of Thinking Framework In Biz Excellence
- Apply Divergent and Convergent Thinking concepts and techniques applicable to any Industry
- Diagnose Root Causes for Business, Management and Operational Problems
- Present Possible Solutions & Decisions from Systemic Thinking
- Comprehend the “Big-Picture” for Decision Making by SWOT and PESTEL Analysis
- Evaluate the impact of output and outcome towards Strategy Execution
- Develop Alternative Ideas Through “Out-of-the-Box” Thinking Framework

Methodology:

- Real-World Experience Simulation between Facilitator & Participants
- Participants will be led in a Directed Learning Mode, not Just with Facilitator’s one-sided Lectures
- Combination of Presentations and Examples from Facilitator and Interactive / Hands-On Participants’ Exercises with Individual / Group Report-Outs
- Experiential workshop environment where participants will be educated to take risks and make adjustments based on their results from Role-Plays before approaching large real-time projects.

Workshop Content Coverage:

- Workshop Duration: 2 Days highly interactive session
- [Schedule: 9:15 - 10:45AM / 11 - 1PM / 1:45 - 3:15PM / 3:30 - 5:30PM]

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Content Outline:

1. Introduction to Systemic Thinking In Biz Excellence

- Planning & Change Management
- Leadership & People Management
- Customer Value & Delivery
- Results Orientation



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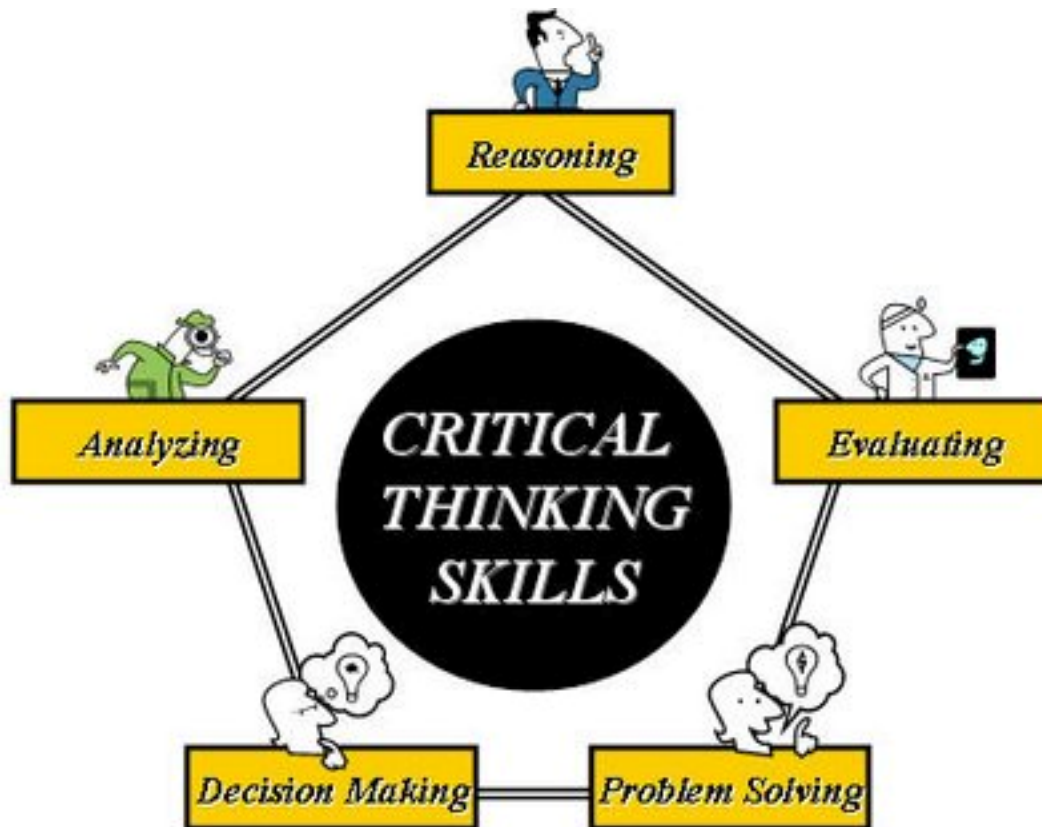
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2. Critical Thinking For Strategy Planning & Execution

- Divergent & Convergent Thinking – Guidelines & Tools
- Roles In Critical Thinking: Client, Facilitator & Resource Group
- Statement Starters: Imagine The Future, Find The Questions & Plan For Action

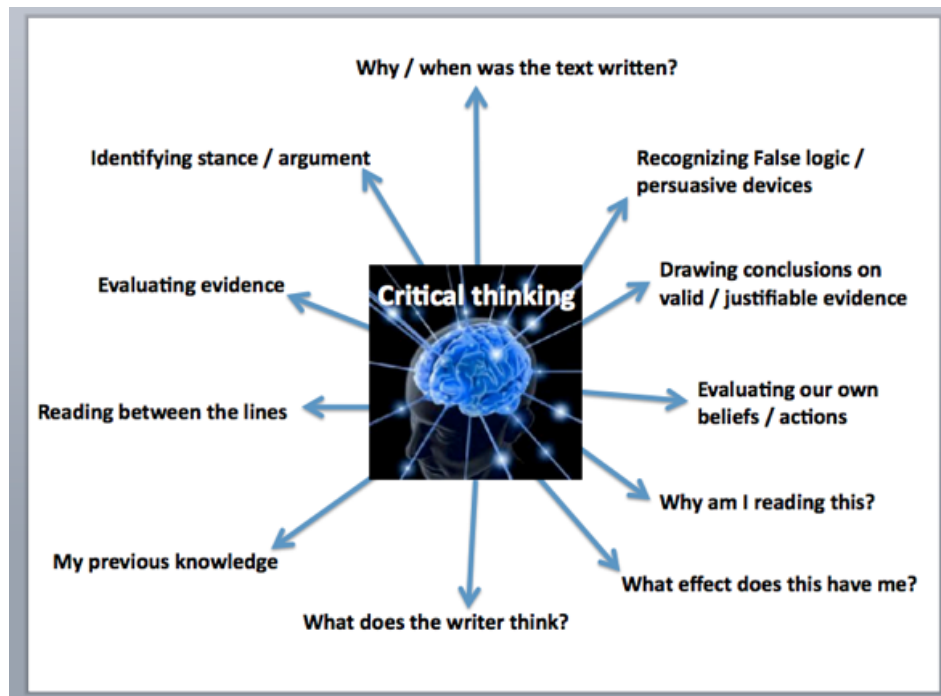


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3. Stages In Cognitive & Critical Thinking Framework For Results

- Objective Finding
- Fact Finding
- Problem Finding
- Idea Finding
- Solution Finding
- Acceptance Finding



4. Systematic Thinking & Idea Finding Techniques

- Inverse
- Forced Connections
- Analogy
- SCAMPER

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5. Brief Concept Introduction to Analytical Thinking Tools & Techniques

- Analytical Thinking Concepts For Strategy Execution
- Root Cause Analysis: Ishikawa Fishbone Diagram – 6M – Cause / Effect Analysis – Force Field Analysis – Scatter Diagrams
- Process, Brain & Mind Mapping
- SWOT Analysis
- PESTEL Analysis
- Why – Why & 5 Why Analysis
- Blue / Red Ocean Analysis
- Balancing Logic & Creativity By Six Hats & Lateral Thinking Framework

6. Developing the Solution for Biz, Strategic, Tactical & Operational Problems

- 5W1H [What - When - Where - Who - Why - How]
- Going Beyond 5W1H: "Why Not" Analysis - Transformation & Innovation for Biz Process Reengineering leading to Business Performance Management



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7. Innovation Driven by Everyone's Attention [IDEA]

- Effective Brainstorming Techniques
- Idea Generation Template For Strategic Thinking & Results Orientation

8. Individual / Team / BU / Organization Specific Biz Challenge - EGO [Expectation - Goals - Objectives] Analysis - Solution Finding

Other Details:

- Payment to be made within 15 days from the date of the invoice.
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