

Creative, Critical Thinking, Problem Solving and Decision- Making Skills

OVERVIEW

Creative and Critical thinking skills are vital for all of us who work in an increasingly complex, knowledge-based, competitive global work environment. Yet many of us have never been trained to utilize the thinking skills with the result that at times our performance is less than optimal. Staffs are regularly advised to “think creatively and critically” but are rarely know the differences and taught how to do so. This course addresses that gap.

This practical workshop, combining easily applicable and well-researched concepts, will provide participants with the tools necessary to sharpen their creative and analytical skills to achieve better outcomes. This structured approach will provide a step-by-step guide on how to use a variety of tools including deductive and inductive reasoning and lateral thinking to evaluate, refine and strengthen the premises that underlie their thinking about any given issue.

Participants will learn to think more deeply about an issue or problem, how to clarify issues, how to identify underlying assumptions and biases, how to view solutions from multiple perspectives. Using these skills will result a sound knowledge base for reaching conclusions, making decisions and taking action. Through this workshop, participants also will be more effective in developing and expressing their views logically, clearly and persuasively.

LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Define creative, critical thinking and identify the key components
- Distinguish creative and critical thinking
- Apply a variety of creative and critical thinking tools/skills in their work setting
- Define a personal Action Plan for implementation of new creative, critical thinking and problem-solving skills
- Understand and apply decision making skills

WHO SHOULD ATTEND

People who would like to improve their performance through the application of creative, critical thinking, problem solving and decision making skills in their work.

PROGRAM FOCUS

Introduction to Creative and Critical Thinking

- What is Creative vs Critical Thinking
 - *The difference between creative and critical thinking. Divergent, convergent, right and left brain.*
- Benefits of Creative and Critical Thinking
 - *Why creative and critical thinking? How will learning the different thinking benefit us?*
- Barriers to Creative Thinking
 - *What is stopping us from being creative? What are some of the blocks preventing us from obtaining solution?*

Problem Solving Methods

- Asking the Right Questions
 - *What are the questions to ask? Learning to ask the right questions will bring you closer to the solution.*
- Defining terms
 - *What is the scope of issue that you are solving? What is and what is not?*
- Seeing Issues from Multiple Perspectives
 - *Looking at the issues from different perspectives will provide different level of thinking and how to practice to the challenges we are facing.*
- Anticipating alternative consequences
 - *Getting ready for the unexpected and having contingency plan.*
- Preventing premature conclusions
- Visual Tools: Mind-mapping, Logic Trees, Ingredient Diagrams
 - *Exposure to various tools to creativity and critical thinking.*

Making Decisions

- Why good leaders make bad decisions
- Strategies and Skills for Making the Best Choices
 - *Learning the strategies and skills to make decisions. What can we learn from other successful individuals?*
- 4-Step Decision Making

Applications of Creative and Critical Thinking

- Skills for Generating Ideas and Innovation
- Skills for Influencing and Persuading Others - Making logical, persuasive presentations

Action Planning to Implement Workshop Learning into your Workplace

- *Identifying the key learning to be applied in the workplace; adding value to the organization.*

METHODOLOGY

Lectures, cases, scenarios, practical exercises, discussions, reading and video

DION OOI CL

Summary Profile

- Malaysia National Specialist Entrepreneur Mentor by Malaysian Government and EDII, India
- Trained, coached and mentored more than 30,000 people for more than 20 years of experience.
- Associate Certified Coach (ACC) of International Coach Federation (ICF).
- Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body.
- Certified Behavioral (DISC) Consultant (CBC) – The Institute for Motivational Living Inc., USA
- Certified NLP Practitioner – National Federation of NLP, USA.
- Certified Sales Trainer – SPIN Selling, USA.
- Certified International Accredited Training Professional.
- Certified Trainer for Human Resource Development Council (PSMB), Malaysia.
- Recipient of Effective Leadership and Vice President Award from Dell Computers.
- Trainer of the Month Award from New Horizons Computer Learning Center, USA.
- Professional Certificate in Supply Chain Management – ITC, United Nations, Geneva, Switzerland.

Key Strengths

- Leadership Excellence
- Building Effective Teams
- Influencing, Convincing Skills and NLP methods
- DISC Behavioral Analysis
- Coaching and Mentoring Skills
- Self-Mastery and Personal Excellence
- Creativity and Out-of-the-box Thinking
- Effective Work and Time Management
- Interpersonal Communication Skills
- Train-the-Trainer
- Powerful Presentation Techniques
- Customer Service Excellence and Customer Relationship Management (CRM)
- Sales and Sales Management
- Negotiation Skills

Biography

Dion Ooi is an international certified training and development professional. He has held key leadership positions in Dell Computers with more than 20 years in Business and General Management, Information Systems, Sales and Marketing, Supply Chain Management, Project Management with practical experience in providing excellent customer experience, building and managing effective teams, learning and development, adult experiential learning, facilitating, coaching and mentoring.

His style in training methodology that involves experiential learning makes his sessions lively and engaging. His experience in business and people skills in local and international business scenes permit him to pick appropriate and relevant examples and case studies, with tact and wits, which makes the learning process so much fun and effective.

His creative, innovative, intuitive and unique ability of selecting the highlights and pointers from these training and workshops makes one wonder if he is actually discussing your own organizational context. Participants are hence able to take back with them instant knowledge and skills that they can apply and practice immediately to make impactful changes in their own organizations for outstanding results.

He was awarded the Dell Effective Leadership Award (*for managing a team of Contact Center Specialists, projects and initiatives*) and the Dell Vice President Award (*for managing training projects and conferences successfully*) and Trainer of the Month award from New Horizons Computer Learning Center, USA. Apart from the awards and recognitions, Dion has successfully organized international and local events ahead of time. He is a firm believer in managing activities effectively to get the results you want.

During his tenure to lead and manage a team of specialists in a contact center, Dion has conducted numerous interpersonal communication training programs, coaching, counseling, team building programs, and developed training programs (leadership and interpersonal communication skills) for many corporations based on his years of experience in the training industry.

He had travelled to many countries and trained multi-national companies including Dell (*inside and outside sales teams*), Intel, OSRAM, Western Digital, First Solar, Air Asia, Motorola, Bosch, Infineon, Plexus, Sunway Group, ASTRO, Siemens, Honeywell, Jabil, Kobe Precision, Benchmark Electronics, Escatec Electronics, Altera, Sony, TIM Electronics, Alliance Bank, Hong Leong Capital, Dongwha, Maybank, Tourism Australia, Nestle, Agilent Technologies and many others. To date, more than 30,000 participants have benefited from his training, coaching, workshops, seminars and programs.