

Critical Thinking and Problem Solving

Learn how to:

- Use different thinking approaches at different times to yield better results
- Generate innovative responses to business problems or opportunities
- Assess your own thinking style preferences
- Think in the present to prepare for the future
- Determine the root cause of business problems and opportunities
- Apply different types of thinking for improved analysis and problem solving
- Assess possible responses accurately to select an optimal response
- Design and execute appropriate action plans

MyESI® For pre- and post-course assessments, visit www.esi-intl.com/MyESI.

ACE CREDIT recommendation:

Undergraduate: 2 credit hours

PDUs: 22.5 **CEU**s: 2.2 **CPE credits**: 27

CDUs: 22.5



IBA® Endorsed Education Provider

GSA Public and on-site delivery available under GS-02F-0058P.

Imagine if you could solve a problem once and it would go away. Or, if you could implement a solution that really work, or seize upon opportunities before they pass you by.

This course presents a structured approach for tackling problems, opportunities and decisions that will ultimately help you get better results—whether you are innovating, managing crises or planning for the future. The course addresses the five types of critical thinking needed in business environments: strategic thinking, tactical thinking, analytical thinking, innovative thinking and implicative thinking. It also teaches a proven five-step process for responding to business problems and opportunities.

Through exercises, you'll practice using these different thinking approaches to achieve maximum results. You'll also have the opportunity to apply these concepts to a specific problem or opportunity from your own business environment, share newly learned approaches with classmates, and give and receive feedback on those approaches.

Course Topics

- ESI's Critical Thinking Model**
 - a. Analytical thinking
 - b. Strategic thinking
 - c. Tactical thinking
 - d. Innovative thinking
 - e. Implicative thinking
- Problem/Opportunity Identification and Analysis**
 - a. ESI's Problem/Opportunity Response Process
 - Identification and analysis
 - Environmental scan
 - Response exploration
 - Response selection
 - Response implementation
 - b. Active vs. passive problem/opportunity identification
 - c. AS-IS vs. TO-BE
 - d. Tools and techniques for problem/opportunity identification
 - e. Process flowcharting
 - f. Root cause analysis
- Environmental Scan**
 - a. What is an environmental scan?
 - Internal scan
 - External scan
 - Stakeholder scan
 - b. Business architecture
 - c. Your business processes/business rules
- Response Exploration**
 - a. Tools and techniques for exploring new and unique responses
 - b. Other innovative thinking approaches
- Response Selection**
 - a. Filtering
 - b. Clustering
 - c. Voting
 - d. Capability and value analysis
 - e. Response prioritization matrix
 - f. Decision trees
 - g. Implications analysis
- Response Implementation**
 - a. Communicating the optimal response
 - b. Gaining acceptance by stakeholders
 - c. Managing expectations
 - d. Saying "no" to high profile stakeholders
 - e. Building an action plan
 - f. Ensuring ownership and commitment