



SOLUTION-FOCUSED STRATEGIC THINKING

Certificate of Completion in Solution-Focused Strategic Thinking

Course Code: M053/25

Duration: 2 Days

Delivery Format: Hybrid

Target Audience:

This program is designed for those who desires a need and have ambition for personal growth in their career and leadership development.

Program Outcomes:

Upon completion of this program, participants will be able to:

- Understand the problem-solving process, techniques, and approaches to problem-solving.
- Recognize personal thinking models and practice exercises designed to improve thinking skills.

Detailed Syllabus

Module 1: Introduction

Outcome: Participants will understand the program's goals, the topics to be covered, and feel comfortable engaging with the learning environment.

Topics:

- Opening speech
- Introduction to programme
- Programme objectives

- Personality profiling for all participants

Activities:

- Welcome and introductions among participants and the facilitator.
- Overview presentation of the program's structure and objectives.

Assessments:

- Sharing of individual learning objectives.
- Informal feedback on expectations from the program.

Module 2: Understanding The Problem Solving Process

Outcome: Participants will be able to differentiate between problem-solving and decision-making and understand various structured approaches to problem-solving.

Topics:

- Problem Solving Vs Decision Making
- Problem Solving methods

Activities:

- Discussion clarifying the distinction between problem-solving and decision-making.
- Introduction and explanation of different problem-solving methodologies (e.g., root cause analysis, design thinking).

Assessments:

- Short quiz distinguishing between problem-solving and decision-making.
- Identifying appropriate problem-solving methods for given scenarios.

Module 3: Understanding Problem Analysis

Outcome: Participants will develop skills in gathering relevant information, applying analytical and deductive reasoning, and identifying the fundamental causes of problems.

Topics:

- Information Gathering
- Analytical Thinking & Deductive Reasoning
- Root Cause Analysis

Activities:

- Techniques for effective information gathering.
- Exercises in applying analytical and deductive reasoning to problem scenarios.

Assessments:

- Analyzing a problem scenario and identifying key information.
- Applying deductive reasoning to reach conclusions.

Module 4: Thinking Process

Outcome: Participants will gain awareness of different thinking styles, understand how various individuals approach thinking, and learn to use "Is-Is Not" analysis for problem definition.

Topics:

- About Thinking
- Percentage of thinking people
- "Is he thinking"
- Thinking game

Activities:

- Discussion on different cognitive styles and their impact on problem-solving.
- Analyzing case studies of individuals with diverse thinking processes.

Assessments:

- Identifying different thinking styles in provided examples.

Module 5: Brainstorming

Outcome: Participants will learn effective brainstorming techniques for identifying issues and various tools for gathering and organizing relevant information.

Topics:

- Method for Identifying Issues
- Tips for Brainstorming
- Tools and Techniques for Collecting the Facts

Activities:

- Interactive brainstorming sessions using different methods.
- Guidance on facilitating effective brainstorming discussions.

Assessments:

- Participating in a brainstorming session and generating ideas.
- Identifying appropriate fact-finding techniques for different situations.

Module 6: Analytical And Creative Thinking Skills

Outcome: Participants will expand their understanding of different thinking types, learn to apply lateral thinking for innovative solutions, and appreciate the balance between convergent and divergent thinking.

Topics:

- Different thinking types
- Knowing how we think
- Convergent & divergent thinking

Activities:

- Practical exercises in applying lateral thinking techniques.
- Activities that encourage both convergent and divergent thinking approaches.

Assessments:

- Identifying different thinking types in problem-solving scenarios.
- Generating novel ideas using lateral thinking.

Module 7: Identifying Problems

Outcome: Participants will learn to utilize Gap Analysis to understand problems and apply the Bridge of Trust for effective problem identification and stakeholder engagement.

Topics:

- Using Gap Analysis
- Gap Analysis Structure
- Usage of Gap Analysis
- Mega Project - Bridge of Trust

Activities:

- Step-by-step application of Gap Analysis to identify discrepancies.
- Strategies for building trust and using the "Bridge of Trust" concept.

Assessments:

- Conducting a Gap Analysis for a given situation.

Module 8: Using PDCA Model in Decision Making

Outcome: Participants will understand the PDCA cycle and its application as a structured approach to decision-making and continuous improvement.

Topics:

About PDCA:

- Plan
- Do
- Check
- Action

Activities:

- Detailed explanation of each stage of the PDCA cycle.
- Case studies illustrating the application of PDCA in decision-making.

Assessments:

- Describing the steps of the PDCA cycle and their purpose.
- Applying the PDCA model to a hypothetical decision-making process.

Module 9: Appreciate Creativities and Ideas by Others

Outcome: Participants will develop an appreciation for others' creativity and ideas, learn techniques to support innovation, understand their environment's influence, and be motivated to challenge their own thinking and behaviors.

Topics:

- How do we react
- Finding fault or supporting
- Let's identify our manners
- Game – AIRPLANES
- Let's change our behaviour

Activities:

- Discussions on fostering a culture of creativity and idea sharing.
- Exploring tools and techniques for idea generation and evaluation.

Assessments:

- Identifying ways to support creativity in a team setting.
- Reflecting on personal biases that might hinder the appreciation of others' ideas.

Module 10: Act and Perform as Excellent Staff

Outcome: Participants will understand the qualities of excellent staff, recognize the value of human connection and creative input in the workplace, and apply their learning in a mini project.

Topics:

- Criteria of excellent staff
- Human being and their creative staff
- Mini Project

Activities:

- Discussion on the importance of interpersonal skills and empathy.
- Collaborative mini project applying strategic thinking concepts.

Assessments:

- Evaluating the role of "human touch" in a team.
- Assessment of the mini project based on the application of learned skills.

Module 11: Setting Objective and Action Plans

Outcome: Participants will be able to set clear objectives for their planned mini-project and develop actionable plans to achieve them.

Topics:

- My Planned Mini Project
- My Action Plan

Activities:

- Developing detailed action plans with timelines and responsibilities.
- Peer feedback sessions on project plans.

Assessments:

- A well-defined mini-project plan with clear objectives.
- A detailed action plan outlining the steps for project completion.