PROFESSIONAL DEVELOPMENT TRAINING

Creative Problem Solving and Critical Thinking Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

"Learn to become part of the solution."

The PD Training Creative Problem Solving and Critical Thinking workshop provides participants with a complete and practical understanding of the steps involved to analyse, discover and solve problems in the workplace.

This workshop teaches the use of the tools and techniques to resolve problems smoothly, quickly and efficiently. Along with the resolution, it also concentrates on the identification and removal of the root cause of a problem. Learn key skills such as how to reality check AI-generated output, the steps involved in closing the gap between current and desired state, divergent and convergent thinking, and practical implementation, evaluation and adaption of a solution.

Attend a Creative Problem Solving and Critical Thinking workshop today or have one of our professional trainers come to your workplace in Christchurch, Auckland or Wellington.

What You'll Gain:

In the past few decades, psychologists and businesspeople alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This workshop will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day.

Outcomes

In this course participants will:

- Adapt REACH personal style and apply a growth mindset to solve problems in the age of AI
- Use tools to critically analyse and define the root cause
- Generate ideas and propose creative solutions to complex problems
- Anticipate risks and communicate a plan to successfully implement a solution

Modules

Lesson 1: Develop a Problem-Solving and Critical Thinking Mindset

- Your REACH Profile: The Strengths Your REACH Style Brings to Creative Problem Solving and Critical Thinking
- Blind Spots: How to Work Effectively With People Who Have a Different Profile to Yours
- Growth Mindset: The Benefits of a Growth Mindset When Problem Solving
- AI Reality Check: How to Reality Check AI-Generated Output

Lesson 2: Analyse and Define the Problem

- The Business Case: Understand Why These Skills are Vital [WEF New Economy Skills White Paper 2025]
- Human-Centric Judgement: Recognise Why Problem Solving Requires Ethical Reasonal and Critical Thinking
- The Four Steps of Analysis
    - Step 1 Investigate the facts: Shift from assumptions to data
    - Step 2 Diagnose the why: Dig below the surface to find the root cause
    - Step 3 Frame the gap: Define the distance between current and desired state
    - Step 4 Validate the focus: Filter the noise to ensure it's worth the effort
- Write a Clear Problem Definition Statement

Lesson 3: Generate ideas and Decide on a Solution

- The Mechanics of Ideation: Balance Divergent and Convergent Thinking
- SCAMPER: a Tool for Creative Problem Solving
- Six Thinking Hats: Applying Edward De bono's Tool for Critical Thinking
- The Selection Process: How to Decide on the Best Solution

Lesson 4: Implement, Evaluate and Adapt

- Implement the Solution: Develop and Communicate a Clear Action Plan
- Evaluate Success: Measure Data Points and Specific Behaviour to Prove the Solution Worked
- Adapt the Solution: Manage the Transition and Support Those who Haven't Adopted the Change

Talk to our expert team

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