

# INTERNATIONAL TRAINING PROGRAM

## *Analytical Thinking and Problem Solving*



### Training Schedule:

**06-07 July 2017**

**8:30 am – 5:00 pm**

**Venue: Hotel (TBC)**

**Language: English**

**Deadline:**

**05 June 2017**

### Course Objective:

At the end of this training program, all participants will be able to:

- Differentiate the various definition about Thinking
- Practice asking questions with Bloom's taxonomy
- Engage in
  - \* Attention Direction Thinking with 'CoRT Thinking'
  - \* Lateral (creative) Thinking with 'Provocation & Po', 'Movement' and 'Random Words' techniques
- Appreciate their Decision Making Styles
- Practice problem solving cycle model (PDSM)

### Target Audience

This training program is specially designed for CEO, General Managers and Individuals that are tasked to solve organizational or departmental problems.

### Training Fee:

- Direct Member:

**USD 300 Nett/person**

- Member of GMAC, MBCC, CMA, IBC, ACRA, BBAC, EuroCham, AMCHAM, MAC:

**USD 325 Nett/person**

- Non-Member:

**USD 350 Nett/person**

Fee is inclusive of lunch and learning materials. Certificate of completion provided.

## Course Content:

**Module 1:** *What's the difference between Critical Thinking, Analytical Thinking, Creative Thinking, Design Thinking, and System Thinking?*

**Module 2:** *Develop analytical thinking by asking questions using Bloom's Taxonomy*

- *Apply Lower Order Thinking*
- *Apply Higher Order Thinking*

**Module 3:** *Attention Directing Thinking Tools (ADTT) with CoRT*

- *What is CoRT, its history and its importance to analytical thinking*
- *Explain the functions and usefulness of 7 CoRT Thinking Tools*
- *Short exercises on 7 CoRT Thinking Tools*

**Module 4:** *Practice basic techniques of Creative (Lateral) Thinking*

- *The M.A.G.I.C habits of creative people*
- *Explain what is Provocation and Po*
  - \* *Activity: Five different ways to do Provocation and Po*
- *Six Ways to move from Provocation to Movement*
- *Connect creative dots with Random Words*
- *Short exercises on Creative (Lateral) Thinking Tools*

**Module 5:** *Identify your Decision Making Styles*

- *Conduct assessment*
- *Overview of Whole Brain Thinking*

**Module 6:** *Problem Solving & Decision Making (PSDM) cycle*

- *Understand the 8 stages of PSDM cycle and its respective activities*
- *Role Play: Demonstrate how you use the 8 steps of PSDM*



## Trainer Profile:

**Thomas Lai**, Principal Consultant, has more than 25 years' experience in facilitating courses anchored on Customer Engagement, Transactional Analysis, EQ, Lie and Deception and Motivational Interviewing. He has designed engagement surveys, mystery shopping and call audits and conducted various leadership courses, including coaching and mentoring.

Formerly a HRD specialist with Globe Silk Store, he has also worked with a Singapore consulting firm as their country manager. He was a training manager with OSK Investment Bank.

Thomas, a certified EQ and Process Communication Model® trainer with 6 Seconds Network and Taibi Kahler Associates, USA respectively, has an MBA in TQM. He is trained in Facial Action Coding System and in Motivational Interviewing.

In 2016, Thomas is awarded by the Institute of Adult Learning, Singapore, the Advanced Certification in Training and Assessment (ACTA).

**For further information and registration, please contact:**

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