



In-Class

Agile Problem Solving and Critical Thinking

Price
\$690

Duration
1-Day

Level
Open-entry



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→ About this Course

Do you find the notion of 'Problem Solving' daunting? Have you been to too many problem-solving sessions that are overly rigorous, exhausting and unhelpful?

Now you can learn how to make Problem Solving practical, fun and fruitful. Problem Solving and Critical Thinking are among the most essential skills of the Digital 21st Century. They are key enablers to achieving Transformation, Innovation and Resilience.

Learn the agile way to solve problems quickly, by engaging the right people at the right time and in the right way. Rapidly formed, cross-functional problem-solving teams utilising Critical Thinking will work together expeditiously on crucial issues that are preventing them from doing their jobs efficiently and effectively for their organisation and its customers. Embracing Agile Problem Solving will help your organisation achieve rapid, sustainable performance improvement in whatever you do

What are the key takeaways I can readily apply?



Use the exclusive Agile Problem-Solving Canvas to swiftly solve problems in an iterative and collaborative way



Deliver great solutions to vexing problems by adopting a regular mindset and practice of Experimentation



Apply Critical Thinking to overcome our natural biases and get to the root cause of problems



See how anyone at any level can be a great Problem Solver

...and more.

→ Who is this course for

Aimed broadly at staff and professionals who are proactive in nature and wish to be on the leading edge of their personal and organisational journeys towards Excellence in the Digital Age



John Hamalian

John holds an MBA from Fordham University in New York and a Bachelor Degree in Engineering from Kettering University in Michigan. And with over 20 years of experience at General Motors and Dell, specializing in Lean Thinking, Management, Business Improvement, Strategy and Organizational Development.

He is the owner of Sustainable Organisational Excellence as well as the Southeast Asia Representative for globally-renowned Lean Enterprise Institute (Lean Global Network).

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→ Day 1: Morning

2 Essential Skills to Develop: Practical Problem Solving and Critical Thinking

Learn about these 2 Core Competencies and discover why they are so essential to all of us in the new digital age.

- Brief overview of Practical Problem Solving
- Practicing Structured Routines to quickly learn, improve and grow.
- Overview of the '4 Types of Problem Solving'.
- Critical Thinking as a key enabler for better Decision Making.

Introduction to the Agile Problem-Solving Process

Discover how to use a simple, flexible, practical and collaborative framework to do great Problem Solving.

- Use a Brief overview of 'Agile Thinking' and 'A3 Thinking'.
- Introduction to the Agile Problem-Solving Canvas.
- The Divergence-Convergence method of analysis and ideation.
- Team Simulation Game to practice the Agile Problem-Solving routine.
- The Art and Science of making a great Problem Statement

→ Day 1: Afternoon

The Power of Great Analysis

Great problem solving requires great analysis. Learn how to apply Critical Thinking to get to the crux of the issue at hand.

- How to performing a Current State Problem Analysis.
- The danger of Jumping to Conclusions (and how to avoid).
- Making proper improvement targets.
- Finding the True Root Cause

Developing the Mindset and Practice of Experimentation

Be inspired to adopt the 2 secrets of all great thinkers: Ideation and Try-Out.

- Introduction to the Experimental Mindset.
- The dangers of Jumping to Solutions (and how to avoid).
- Methods and Tools for Quick and Simple Try-Out of proposed solutions.
- Team Simulation Game part 2.
- Debrief and overall Lessons Learned from the Simulation Game and course

→ Method of learning

- Mini-lectures
- Quizzes
- Various Individual and Group exercises
- Q&A

→ Any Prerequisites?

None.





We look forward to hearing from you.

Register



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It was a great experience. It has changed the way we do business and we have already seen great improvements in our work processes



Bernard Tan, Managing Director



This course was very comprehensive. Very helpful!

Cindy Goh, HR Manager

