

It is generally accepted that there are 4 types of skills that contribute to an effective manager: their **specialist skills** for the job at hand, **people skills** for team work and managing others, **delivery skills** like project management and **thinking skills** for analysis, problem solving and strategic thinking. The higher a person goes in management, the more they need these thinking skills. These skills seem to come naturally to some and some may think that if you are not born with them, then you can never become good at it.

The truth is that any one can improve their thinking skills through the application of thinking techniques. Problems come in all sizes, shapes, and colours. There is no single or simple step-by-step process guaranteeing us we will solve every problem we encounter. We are faced instead with the requirement to configure or adapt our problem solving processes to fit the problem at hand. As problem solvers, we have more in common with the cabinet-maker than the assembly-line worker. What we need, then, are plans and blueprints, high-quality materials, a decent place to work, a well-stocked tool box, and the skill and knowledge necessary to properly select and use the tools in it.

- This workshop is designed for middle and senior managers as well as fast tracked frontline managers
- One or two day versions. The two day version of this workshop has greater scope and depth.
- Includes supply of thinking templates and assessments. The implications of the assessments will be discussed as a part of the workshop
- This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value
- Each participant receives a comprehensive manual of our normal highest quality material

This workshop includes

- **9 key tools for problem solving** – there are 9 things that you need to keep in mind when solving problems
- **SWOT and TOWS analysis** – Understanding your strengths, weaknesses, opportunities and threats gives you potential strategies for the future
- **How to conduct a brainstorming session** – Brainstorming sessions are unlike any other meeting so setting and clarifying the rules and progress of the session are very important for the free flow of ideas. How to use brainstorm with SCAMPER
- **Opportunity thinking** - with the Ansoff matrix, trend analysis and orthodoxy analysis
- **How to work with cause and effect diagrams** – Cause and effect diagrams put on paper all of the issues that you might be wrestling with to give you a picture of the problem situation that you are facing
- **Using force field analysis** – Force field analysis helps you to understand the forces for and against a change that you are proposing. You can then increase the positive forces and minimise the negative forces to help your change be more acceptable
- **Thinking with the 4P approach** – Using the framework of product, planning, people and potential
- **Drilling down or mind mapping** – This technique breaks down a problem into its component parts and keeps asking the question of what is contributing the that component of the problem. Successively asking those questions and doing the research necessary to answer the questions helps you to more fully explore the problem
- **Systems diagrams** – are a way of picturing complex systems and to explore the inter-relationship. They help you understand how a change in one part in the problem will affect the other areas.