

CRITICAL THINKING, PROBLEM SOLVING AND DECISION MAKING TECHNIQUES



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TRAINING CENTER



Introduction

Sound judgment separates effective professionals from the rest. Every workplace decision, from daily operations to strategic planning, benefits from clear reasoning and structured analysis. This Critical Thinking, Problem Solving and Decision Making Techniques Training Course helps participants strengthen analytical reasoning, evaluate evidence objectively, and apply structured methods to resolve complex challenges. Gentex Training Center designed this program for professionals across industries who want to enhance their reasoning and decision-making capacity. Participants explore logical reasoning frameworks, root-cause analysis, and structured decision-making models used to address workplace problems. As a result, learners gain confidence in making sound decisions, avoiding cognitive bias, and communicating well-reasoned conclusions to colleagues and stakeholders.

Critical Thinking, Problem Solving and Decision Making Techniques Course Objectives

- Apply logical reasoning frameworks to evaluate workplace issues
- Identify cognitive biases that affect judgment and decisions
- Use root-cause analysis tools, including the 5 Whys technique
- Apply the design thinking framework to generate solutions
- Structure arguments using sound logical reasoning principles
- Use decision matrices to compare and evaluate options
- Apply SWOT analysis to assess organizational challenges
- Evaluate evidence quality before reaching conclusions
- Apply risk assessment methods to decision making
- Communicate reasoned conclusions clearly to stakeholders



Course Methodology

- Interactive workshops using real workplace case studies
- Group discussions on reasoning and decision-making dilemmas
- Structured debate exercises to strengthen argumentation skills
- Root-cause analysis practice using sample scenarios
- Decision-making simulations under time constraints
- Peer feedback sessions on proposed solutions

Who Should Take This Course

- Team leaders and department managers
- Project managers handling complex decisions
- Operations and process improvement professionals
- Analysts and strategic planning staff
- Customer service supervisors resolving recurring issues
- Professionals across industries seeking stronger analytical skills

Critical Thinking, Problem Solving and Decision Making Techniques Course Outlines

Day 1: Foundations of Critical Thinking

- Define critical thinking and its role in effective decision making
- Identify common cognitive biases affecting judgment
- Apply logical reasoning principles to evaluate information
- Distinguish between facts, assumptions, and opinions

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- Explore the impact of critical thinking on workplace outcomes
- Review case studies of reasoned versus flawed decisions
- Practice identifying logical fallacies in arguments

Day 2: Structured Problem-Solving Techniques

- Apply the 5 Whys technique to identify root causes
- Use fishbone diagrams to map contributing factors
- Structure problem statements for clearer analysis
- Apply SWOT analysis to organizational challenges
- Practice root-cause analysis using workplace scenarios
- Distinguish symptoms from underlying systemic issues
- Document findings using structured analysis templates

Day 3: Creative and Design Thinking Approaches

- Apply the design thinking framework to generate solutions
- Use structured brainstorming techniques for idea generation
- Apply mind mapping to visualize problems and options
- Practice divergent thinking exercises in group settings
- Use lateral thinking methods to overcome mental blocks
- Evaluate generated ideas for feasibility and impact
- Facilitate group ideation sessions effectively

Day 4: Evidence-Based Decision Making

- Apply evidence-based decision-making principles
- Evaluate data quality and source credibility



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- Use decision matrices to compare potential options
- Apply weighted criteria to prioritize alternatives
- Assess risks and trade-offs in proposed decisions
- Practice evaluating conflicting evidence in case studies
- Structure recommendations based on supporting evidence

Day 5: Communicating Decisions and Continuous Improvement

- Structure clear, evidence-based recommendations
- Apply plain-language principles for effective communication
- Practice presenting reasoned conclusions to stakeholders
- Apply feedback loops to refine decisions over time
- Evaluate outcomes of implemented decisions
- Use continuous improvement principles for ongoing refinement
- Conduct a final decision-making simulation exercise

Conclusion

By successfully completing the Critical Thinking, Problem Solving and Decision Making Techniques Training Course, participants will have acquired practical techniques in logical reasoning, root-cause analysis, and evidence-based decision making. They will gain confidence in evaluating complex issues, avoiding cognitive bias, and communicating well-reasoned conclusions to colleagues. Gentex Training Center remains committed to helping professionals strengthen decision-making skills that directly improve workplace performance and outcomes.





FAQs

Q1 What is the "Critical Thinking, Problem Solving and Decision Making Techniques" course about?

This course teaches professionals how to evaluate complex issues, recognize bias, and make evidence-based decisions. It combines logical reasoning, structured problem-solving methods, and decision-making frameworks to help participants address workplace challenges with clarity and confidence.

Q2 What are the key benefits of the "Critical Thinking, Problem Solving and Decision Making Techniques" course?

Participants improve decision-making accuracy, reduce bias in judgment, and strengthen problem-solving speed. The course enhances team collaboration, supports better resource allocation, and equips professionals with tools that improve overall organizational performance and outcomes.

Q3 What skills will I gain from the "Critical Thinking, Problem Solving and Decision Making Techniques" course?

Participants develop logical reasoning, root-cause analysis, evidence-based decision-making, and creative problem-solving skills. These four core competencies help professionals evaluate issues objectively, generate viable solutions, and communicate reasoned conclusions effectively.



Q4 What tools, methods, or standards are covered in the "Critical Thinking, Problem Solving and Decision Making Techniques" course?

The course covers the 5 Whys technique, fishbone diagrams, SWOT analysis, and the design thinking framework. Participants also apply decision matrices, weighted criteria evaluation, and risk assessment methods throughout the training.

Q5 How is the "Critical Thinking, Problem Solving and Decision Making Techniques" course applied in real-world practice?

Participants apply these frameworks when addressing operational issues, evaluating strategic options, and resolving team conflicts. The skills support daily tasks such as analyzing root causes, comparing decision alternatives, and communicating well-reasoned recommendations to colleagues.