



# Critical Thinking Tools for Solving Problems in Complex Times

Albert Einstein famously wrote, "We cannot solve our problems with the same level of thinking that created them."

Do you find yourself doing the same things you have always done, but not getting the results you have always gotten? Do you reach for the same best practices, the most familiar tools, but find them lacking? Do you get discouraged when you feel like your resources are no match for your obligations? If you answered yes to these questions, you're not alone!

Critical thinking means taking responsibility for attitudes, moods, and thoughts, in order to arrive at conclusions and solutions objectively. It means directing focused attention and inquiry, while suspending personal biases and assumptions, so that we rely on reason rather than emotion. It also means generating possibilities beyond our first impulses. To accomplish this, it requires analysis of an array of circumstances and concerns that may impact our decisions – and the outcomes of those decisions. And it means reassessing information.

**This 1-day program will increase your choices of Critical Thinking Tools and offer new approaches for an ever-expanding set of challenges.**

## Successful participants will learn how to:

- Apply the *SMSOTEE* method to align projects with strategy.
- Identify and overcome biases that block critical thinking.
- Incorporate *Statistical Process Controls* to measure and improve efficiency.
- Use Edward de Bono's *Direct Attention Thinking Tools* and *Lateral Thinking Practices* to find solutions to problems.
- Generate an abundance of possible solutions before passing judgment on their feasibility.
- Use *5 Why's* to identify root causes.
- Use positive inquiry to consider the whole system before making decisions.
- Rely on reason rather than emotion when situations require objective critical thinking skills
- Assess the value of accepting new evidence and alternative explanations.
- Practice the *Five Steps to Critical Problem-Solving* in relation to a real workplace situation.

\$125

8:30 – 4:30

Creative Thinking & Problem Solving

STATE OF MISSOURI  
**Center** FOR  
MANAGEMENT AND  
Professional Development  
"We inspire current and potential leaders on their journey to excellence."  
[training.oa.mo.gov](http://training.oa.mo.gov)