

# Problem Solving and Critical Thinking

Recommended for everyone who does business in a multicultural environment.

## WHAT IT'S ABOUT

Understanding how avoid letting biases and logical fallacies influence our thinking.  
How to identify problems and root causes to be resolved.  
How to keep everyone on the same side of the discussion (avoiding polarization of opinions).  
Using company values in the problem-solving process.

## TRAINING AIMS

By the end of the course, the participants will be able to:

- differentiate between “problems,” “issues,” “situations,” and “challenges”;
- identify biases and fallacies in defining problems and in solutions to those problems;
- use the Six Thinking Hats when solving problems;
- apply company values to the problem-solving process.

## DURATION & COMPONENTS

### Online

Pre-work	Complete Needs Analysis Survey
Session 1	Workshop: Principles of Critical Thinking (4h)
Session 2	Workshop: Problem Solving Tools (4h)
Time commitment per participant	8h of online workshops

### Face-to-Face

Pre-work	Complete Needs Analysis Survey
Session 1	Workshop: Principles of Critical Thinking (3.5h)
Session 2	Workshop: Problem Solving Tools (3.5h)
Time commitment per participant	7h of face-to-face workshops

- Post course: access to online materials and reference materials for 60 days
- Digital materials: slide decks, Handbook

## TRAINER

### John Held

For trainer profiles please go to <https://accentbusiness.pl/team/>

**For more information, please contact us:**

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