



# APPLIED CRITICAL THINKING

## Skills for Rapid Problem Resolution and Effective Action

APPLIED CRITICAL THINKING (ACT) is a fast paced one-day workshop that will energize your workforce. Participants will be able to confidently resolve issues in less time and create opportunities for improvement. This may be the best one-day investment you will ever make!

Critical Thinking is the ability to logically and comprehensively evaluate a situation and identify the most appropriate course of action. This is a vital skill in today's rapidly changing business environment. Our dynamic one-day workshop emphasizes shortcut applications of proven critical thinking processes. When these are applied to the job, participants will be able to:

- Create and/or seize opportunities for improvement
- Resolve issues, make decisions and plan successfully even with limited time and information
- Confidently demonstrate a bias for action and motivate others

**ACT** delivers the following:

FOCUS ON	TOOLS/SKILLS LEARNED	LEAVE PROGRAM WITH
<b>PROBLEM SOLVING</b>	Shortcut Deviation Analysis Distinction Analysis Force Field Analysis Creative Thinking Techniques	Skills to rationally determine problem causes and create innovative solutions to overcome obstacles
<b>DECISION MAKING</b>	Decision Making Process	Ability to gather, organize and analyze critical information to make the best decision
<b>ANTICIPATING PROBLEMS</b>	Anticipating Problems Process	Skills to sense obstacles and apply effective preventative and contingent actions to assure success
<b>PLANNING</b>	Techniques for building and implementing plans that succeed	An action plan to implement a "live" solution and apply the skills on an on-going basis

**QUALITY OF SOLUTION X QUALITY OF IMPLEMENTATION = SUCCESS**



# APPLIED CRITICAL THINKING Sustain The Impact

It is clear that speed, accuracy and effectiveness in decision making, problem solving and innovation have dramatic bottom line impact for any organization.

Therefore, we've developed a unique **Sustain the Impact** process that is integrated with our APPLIED CRITICAL THINKING (ACT) workshop. The process is designed to involve workshop participants and their managers before, during, and after the workshop to improve on-the-job performance and **celebrate their success**.

BEFORE	DURING	AFTER
<ul style="list-style-type: none"> <li>• Identification of specific issues before the workshop</li> <li>• Correspondence with the participant</li> <li>• Correspondence with the manager</li> <li>• Participant and manager agree on issues to address</li> </ul>	<ul style="list-style-type: none"> <li>• Work on critical issues participants have identified</li> <li>• Work in teams similar to real-life settings</li> <li>• Demonstration and discussion of numerous short-cuts</li> <li>• Commitment to apply at least two informal uses of the processes within two weeks</li> <li>• Plan the on-the-job use of ACT processes</li> </ul>	<ul style="list-style-type: none"> <li>• Participant and manager meet to strategize on-going use of processes</li> <li>• Follow-up correspondence with the participant</li> <li>• Follow-up correspondence with the manager</li> <li>• Participant materials designed specifically for easy reference</li> <li>• Action Tools for the PC</li> <li>• Wall charts for teams</li> <li>• Email and toll-free support</li> <li>• Success Story campaign</li> </ul>

The process culminates when the participant submits a Success Story and is awarded a personalized Certificate of Achievement plaque for making a positive bottom line impact.

If training programs cannot prove impact, why do them?  
Don't settle for just a positive training experience.

**Demand results!**

