



مؤسسة الكويت للتقدم العلمي
Kuwait Foundation for the Advancement of Sciences



**CREATIVITY AND INNOVATION
IN PROBLEM SOLVING AND
CRITICAL THINKING**



Ben *Dobbs*

Ben Dobbs is leadership and communications trainer and executive coach originally from York in the UK; with a vast international exposure and experience.

During his career so far, he has worked with around 70 different nationalities in the Middle East and Gulf region, and in Europe with course participants from major high market capital companies (such as Lebara, Siemens, Mobily, Société Générale, Nestle, GE, Statoil, BP, Premier Farnell, GDF Suez, Schneider Electric, Commercial Bank of Kuwait and Dolphin Energy), universities, business schools, hospitals and the military services of several countries (including the UAE Army and the Royal Air Force of Oman).

Academically, Ben is educated to MA level. He is a member of the professional associations Dublin Chamber of Commerce, the ILM (Institute of Leadership and Management) and IATEFL (International Association of Teachers of English as a Foreign Language). Ben has also completed his training as an executive coach with the ILM (level 7 diploma).

Ben is also a frequent conference presenter, talking recently in the Czech Republic, Poland, Malta, the UAE, Ireland and

the UK on issues of business, communication, coaching and training. Ben has previously worked with the University of Birmingham (UK), being responsible for development of case study materials, and Saint Petersburg State University (Russian Federation) where he ran a programme of training and coaching for academic writers.

Ben has also written a number of published articles on matters of communication, teams, leadership and training.

Moreover, Ben specializes in intensive training courses and is particularly interested in communications (interpersonal and intercultural), business functions (including presenting, negotiating and working virtually), coaching and leadership and teams in diverse environments, real and virtual teams, and working in often ambiguous global contexts. He has recently delivered leadership, team, interpersonal and intercultural skills training in Saudi Arabia, the UAE, Oman, Russia, China and Switzerland.

Professionally, Ben enjoys creating and devising engaging and practical intensive courses to meet the differing needs of participants and seeing his trainees and find their own unique paths to success through training and coaching.



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LEARNING OUTCOMES

By the end of this training program, participants will be able to:

- » Understand the different approaches to problem solving.
- » Practically apply the problem solving and decision making process on any operational problem.
- » Utilize different tools and techniques to gather and analyze data and solve operations problems.
- » Develop your critical thinking skills.
- » A deep understanding and awareness of the meaning and importance of critical thinking.
- » Effectively generate and evaluate alternate solutions to operations related problem.
- » Use a structure approach to decision making to select a solution.
- » Effectively plan for, communicate, implement and evaluate success of your decisions.



WHO SHOULD ATTEND?

This course is designed for managers, supervisors and front-line staff in operations who want to improve their critical thinking and decision-making skills.

TRAINING METHODOLOGY

Instructor led lectures, real life exercises, case study reviews, role playing, scenarios and group discussions using an integrated learning approach along with gamification and energizer activities.

All cases, exercises, scenarios and games focus on operational problems.

ABOUT LEORON PROFESSIONAL DEVELOPMENT INSTITUTE

LEORON Professional Development Institute is the leading corporate training company in the emerging markets of Europe, Africa and Asia. With offices in Sweden, Dubai, Riyadh, Skopje, Accra and Almaty, we run close to 500 courses and train over 3000 professionals annually across the EMEA region.

LEORON Professional Development Institute mission is to help corporate clients and government entities worldwide in strengthening the skills, competencies and abilities of their people by providing them with top quality professional training programs, conducted by unrivalled global experts and implemented by the best training managers in the industry.



Delivery Type	Group Live
Prerequisites	None
Level	Advanced Training
This Program is worth	21 NASBA CPE credits

COURSE OVERVIEW

Company staff need to make decisions and solve problems at work on a daily basis, whether in conducting their daily tasks or as part of a continuous improvement effort aiming to streamline operations, reduce time or improve customer satisfaction. Making sure that they make the right decisions and effectively solve problems, require applying critical thinking and a structured approach to problem solving that enables to identify the problem, gather and analyze information, generate and evaluate options, make a rational decision to select the most suitable options, implement it successfully and evaluate its success.

This interactive and highly engaging course helps operations individuals understand the fundamentals of problem solving, develop critical thinking skills, decision making skills and learn how to utilize different problem-solving tools techniques to solve problems successfully in their operations environment. Moreover, this session will take learners through the processes of critical thinking in order to do well at their work.

Participants will engage in several operations related exercises, examples and case studies that are relevant to the real-life problems they face on a daily basis.

DAY ONE

Session 1: Problem Solving Basics

- » Fundamentals of Problem Solving
- » Types of Operations
- » Problems faced in operational environment
- » Detecting and Identifying operational problems
- » Effective Problem-Solving approaches
- » Challenges to Solving Problems
- » Examples of Problems faced in operations environment
- » **Case Study.**

Session 2: Problem Solving Process

- » Problem Solving Phases/Process
- » Identification, analyzing, and gathering information
- » Setting solution criteria, generating and evaluating solutions
- » Selecting a solution and implementation
- » Confirming solving, measuring success, and communicating changes
- » **Exercise.**

Session 3: Problem Solving Styles

- » Approaches to problem solving
- » Debono's Six Thinking Hats
- » What is your problem-solving style?
- » Wearing Debono's six hats
- » **Exercise [Role Playing Game].**

DAY TWO

Session 4: Critical Thinking

- » What is Critical Thinking
- » Using Critical Thinking in Problem Solving
- » Critical Thinking techniques
- » Innovative Approaches
- » Brainstorming and Mind mapping
- » Reasoning and Logic in Critical Thinking
- » Qualitative and Quantitative Analysis

Session 5: Importance of Critical Thinking

- » Reframing and Positive thinking
- » The importance of critical thinking
- » Attitude, skills and knowledge for critical thinking
- » Assessing your own critical thinking

- » Arguments, reasons and non-arguments
- » Evaluating academic samples

Session 6: Reflection of Critical Thinking

- » Expressing critical thought: clarity, cohesion, coherence and consistency
- » Assumptions, flaws and implicit arguments
- » Sources and evidence
- » Critical reading
- » Critical note-taking
- » Writing critically and presenting
- » Golden rules of critical thought
- » Reflections, feedback and personal action planning

DAY THREE

Session 7: Evaluating and Selecting Solutions

- » The principles of Decision Making in Problem Solving
- » Setting Solution Criteria
- » Options and Solutions
- » Generating Innovative solutions
- » Evaluating Innovative solutions
- » Making the decision and selecting the solution
- » Presenting your solution
- » **Exercise.**

Session 8: Operations Problem Solving Tools and Techniques

- » The 7 Basic tools
- » Fishbone diagrams or root cause analysis
- » Flow charts
- » Histograms, Control Charts, and Pareto Diagram
- » SWOT Analysis
- » Advanced tools and techniques
- » Exercise.

Session 9: Implementing the Solution

- » Communicating the solution or decision
- » Planning and monitoring the implementation
- » Confirming problem elimination
- » Measuring and evaluating success
- » **Exercise.**

Integrated Practical Case Study

Wrap-Up and Closing Remarks

DETAILS

Email: training@kfas.org.kw
 Direct: 22278100 Ext. 1853/1881
 Venue: TBD (Five star hotel)
 Program Timings: 8:30-14:30
 Date: April 24-26, 2018



KUWAIT CITY, KUWAIT

LEORON's CLIENTS

					
					
					
					
					
					