Course Outline:

Optimizing IT Solutions with Critical Thinking and Creative Problem Solving Techniques *(Course T609)*

**What is this course about?**
Successful organizations recognize that critical thinking and creative solutions significantly enhance one's leadership capabilities, business results and business potential. In this course, you develop your skills as a critical thinker and problem solver and recognize and leverage your thinking preferences, as well as those of your team, to find different solutions to everyday problems.

**Who should attend?**
Anyone needing to make decisions and develop creative solutions to daily business problems.

*Please note that prior to attending this course, completion of the Hermann Brain Dominance Instrument (HBDI) profile online assessment is required. Instructions will be provided upon registration.*

**Duration:**
2 Days

**This course qualifies for:**
1.2 CEUs
11 NASBA CPEs
11 PMI PDUs

**Chapter 1: Introduction to Critical Thinking and Creative Problem Solving**
- Introduction to Critical Thinking and Creative Problem Solving
- Exploring the Thinking Process: Thinking Toward Positive Outcomes
- The First Step: Understanding and Defining Problems

**Chapter 2: Discovering and Leveraging Your Personal Thinking Style**
- Your Mind: Seeing How Structure Implies Thinking Styles
- Measuring Brain Dominance: The Herrmann Brain Dominance Instrument (HBDI™)
- Leveraging and Managing All Thinking Styles

**Chapter 3: Unleashing Creativity While Maintaining Control**
- The Contexts of Creativity
- Preparing for the Creative Process: Defining the Problem
- Divergent and Convergent Thinking: Balancing Left and Right Modes

**Chapter 4: Using Analytical Process to Make the Best Decision**
- Overview of the Analytic Process
- Assessing a Situation
- Decision Analysis
Chapter 5: Applying the Power of Process in Problem Solving

- Deviation Statements and Problem Analysis
- Performance Indicators

Chapter 6: Course Summary