

## CRITICAL THINKING & INNOVATION

*Critical Thinking & Innovation  
Avoiding analysis paralysis with  
Accountability, innovation and  
critical thinking.*

This one-day Working Session moves far beyond traditional problem solving or decision-making programs. Through the use of thought-provoking exercises, individuals and teams safely explore their own Critical Thinking strengths and blind spots. In addition, participants will experience several activities to increase their practical innovation abilities to problem solve using practical innovation: Areas include analysis, identifying alternatives, making decisions and implementation. Participants not only learn skills for increasing their critical thinking ability and innovation, but apply them to an actual issue or project on hand. Participants leave with a more comprehensive solution to a real problem or project along with a set of critical thinking and innovation tools that can be applied to future challenges.

IMPAQ  
CRITICAL THINKING



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### Examples of Measurable Business Results

- A major telecommunications company reduced their problem solving time from an average of nine months to an average of six months
- A group of middle managers chose to review budgets as a team looking for holes in overall strategies before submitting to upper management

**Materials Included**

- A Participant Workbook
- Project Planning Action Form

**Outcomes of the Working Session**

- An understanding and working use of the six Critical Thinking areas: Objectivity, Global View, Detail, Perspective, Symptom-Source Linking and Integration
- Familiarity with Critical Thinking questions used at each stage of the problem solving process to ensure consideration of the needs of customers and affected parties, to break decision deadlocks and to anticipate negative reactions and learning curves
- Identification of baseline and improvement measures for the area or process being improved
- Selection of a real-time, real life improvement project using a combination of problem solving tools, innovation activities and Critical Thinking skills
- Ability to determine when to spend more time in problem solving and when to move on (to avoid analysis paralysis)
- Coaching of other leaders and team players by suggesting techniques and using facilitative questions to elicit answers from the individual or team
- Application of innovation skills and strategies to both technical and non-technical issues

**Outputs of the Working Session**

- A Personal or Team Assessment of Critical Thinking strengths and weaknesses
- An Action Plan for a real life process or issue that needs improvement, including a list of critical information to be collected prior to analysis of the problem
- Five Sets of Critical Thinking Questions to guide and streamline each stage of the problem solving process
- A set of Innovation activities to increase one's ability to solve problems or support more effective project management