PROMISE
TRAINING & CONSULTANCY

CREATIVE THINKING FOR HR

Analyze, Measure, Assess Problems & Develop Appropriate Solutions

AN ULTIMATE PROGRAM

OUR MAJOR TRAINING VENUES

Abu Dhabi	Amsterdam	Bangkok	Barcelona	Budapest
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INTRODUCTION

Critical thinking and creative thinking work together to create innovation in the design thinking process. It is the ability to recognise problems and find practicable methods to solve those problems. A well-groomed and cultivated critical and creative HR Officer can raise vital questions, gather and assess information, recognise assumptions, interpret data by applying critical reasoning to arrive at well-reasoned conclusions and solutions for accurate problem-solving. How then should they communicate this effectively with others to figure out (joint) solutions to problems is at the core of this course.

LEARNING OBJECTIVES

- Assess their own thinking and communicating style preferences through a variety of critical thinking, creative thinking and design thinking tools
- Appreciate the vital importance that communication and active listening have in building a sustainable environment, where dispassionate measurement and assessment, coupled with critical and creative thinking are consistently taken.
- Have obtained the necessary skills to make better business decisions
- Recognise the difference between solving problems and finding solutions
- Takeaway a toolkit of creative and design thinking techniques to enable them to cope with the challenges which lie ahead.

WHO SHOULD ATTEND?

A program on design that focuses on people

- HR Officers who wish to improve the accuracy of their conclusions and decisions
- HR personnel who desire to develop critical thinking and problem solving as a core competency
- HR professionals who are looking for a refresher program on how to analyse, measure, assess problems and develop appropriate solutions

- This programme is available in the physical and online format.
- The duration of the physical format is for 5 days
- Online format consists of eight sessions of 1.5 hours each, plus 15-30 minutes for Q & A and group work, over eight days.

TRAINING METHODOLOGY

The core learning experience centres around a series of practical case study exercises, which will be drawn on to illustrate the key skills required in measuring, assessing and critically thinking through problems in an innovative way. This program will encourage delegates to test explore a variety of tools and techniques which will test their practical application.

Pre & Post-course assessments will be used to measure the effectiveness of this training and measure the skill and ability of participants.

Module 1: Identifying Potential Risks and Future Problems

- Identify potential risks and future problems that may arise from company decisions related to employees and from applying exceptions
- Recognise appropriate questions during investigations to gather relevant information and avoid irrelevant details to critically evaluate a situation
- Managing the risk
- Decision making applied
- Establishing the right climate

Module 2: Critical Thinking Models & Process

- Use the Critical Thinking Process to gather and interpret relevant information and come to well-reasoned conclusions and solutions
- Idea generation and problem-solving
- Influencing for success – a critical evaluation of our preferred style of influencing
- Developing a Stakeholder Analysis – Power versus Influence
- The steps for effective problem solving and decision making – using several different models

Module 3: Clarifying the Reality - Visualisation and Fact-finding

- Employ visualisation and fact-finding to verify and identify the real cause of the problem
- Avoiding Jumping to Conclusions
- Visual thinking
- Opportunities and Challenges as opposed to problems
- Developing a “meetings strategy” to solve measure and assess our approach to risk

Module 4: Critically Evaluating the Alternatives

- Critically evaluate alternatives using different tools such as deductive and inductive reasoning strategies and logic trees
- Checklist for new ideas
- Choosing your problem-solving language
- Importance of correct information
- Combining reasoning and emotion

Module 5: Interpreting Business Focused Information

- Able to identify the root cause of the problems
- Able to interpret information to reach effective decisions and recommendations
- Able to evaluate the credibility of received answers
- Develop critically SMART objectives

Wish to explore the schedules and register?

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