PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Critical Thinking	**Course Duration**: 3.0 Days
Exam: Not Included	**Exam Type**: Proctored Exam
Qualification: Critical Thinking Certificate	

Course Syllabus

Our Critical thinking training course contains the following modules:

Module 1: Critical Thinking and Creative Problem-Solving Essentials

In this module, you will learn how to:

- Apply creative problem solving in the workplace
- Differentiate between creativity and innovation
- Apply the steps of critical thinking and understand the connections between ideas and facts
- Analyse and evaluate data and establish significance
- Identify various conclusions, weigh strengths, and limitations of all possible outcomes

Module 2: Leveraging Personal Thinking Styles

In this module, you will learn how to:

- Identify your own natural brain dominance with the Triune Brain Theory
- Assess your preferred approach to thinking, along with your strengths and opportunities
- Leverage your left- or right-brain dominance
- Enhance your whole-brain thinking
- Recognise and adapt to others' preferred thinking styles

Module 3: Unleashing Your Creativity

In this module, you will learn how to:

- Explore your own creativity
- Utilise tools and techniques to become more creative
- Identify elements that stimulate creativity
- Eliminate barriers to innovation
- Avoid groupthink, which can lead to poor outcomes
- Unscramble the iterative mind
- Move between the left and right brain
- Value non-dominant preferences
- Deploy divergent and convergent thinking

Module 4: Solving Problems Using Analysis and Prioritisation Tools

In this module, you will learn how to:

- Apply analysis models for problem solving
- Set priorities for taking action to solve a problem
- Evaluate problems around people, process and technology
- Deconstruct problems using the stair-step technique, which focuses on solving a problem step-by-step
- Create a satisfaction scale to help you choose the best solution

Module 5: Translating Creativity and Analysis into Practical Application

In this module, you will learn how to:

- Overcome the "It won't work here" mentality
- Analyse for outcomes, not solutions
- Clearly express analysis results

Module 6: Putting It All Together

In this module, you will learn how to:

- Reinforce your newly developed creative thinking skills
- Construct a blueprint for your action plan
- Educate others with creative tools
- Practice creative and critical thinking skills

Course Overview

Our three-day Critical Thinking training course will teach you how how to leverage critical thinking and creative problem-solving techniques to solve organisational issues in a corporate environment. You will learn about:

- Left and right-brain thinking
- Spur creativity
- Outcome-based thinking

Course Learning Outcomes

Our Critical Thinking training course will help you become proficient in the following:

- Learn to make better decisions through critical thinking and creative problem-solving.
- Enhance your personal creativity through proven tools and techniques.
- Apply critical processes to assess work issues and problems.
- Transform your creativity into practical business solutions.
- Continue learning and face new challenges with after-course one-on-one instructor coaching.

Audience

Everyone is welcome on our Critical Thinking training course and would be beneficial for a wide range of individuals who work or aspire to work in the field of information technology. Including but not limited to:

- IT Professionals
- Software Developers
- System Administrators
- Network Engineers
- Cybersecurity Analysts

- IT Project Managers
- IT Managers
- Team Leaders
- Business Analysts
- IT Consultants

Entry-Level Requirements

There are no perquisites for our Critical Thinking training course.

Recommended Reading

Our Critical Thinking training course no recommended reading material.

What's Included

Our Critical Thinking training course includes the following:

- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Critical Thinking Certificate Exam

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70% (28/40 correct answers)

What's Next

You may enjoy our IT Problem Management Masterclass where you will be taught the following:

Incident Management VS Problem Management

"Incident" and "Problem" may seem like similar words, but they have completely different meanings in the realm of Problem Management.

Incident: It refers to an unplanned interruption to a service or the failure of a component of a service that hasn't yet impacted service.

Problem: It is made up of more than one related incident or those that have common issues. Therefore, a problem can be more severe than an incident requiring more follow-up.

A problem is not an incident, but an incident can create a problem if it’s recurring. Managing an incident means fixing it and restoring the system as fast as possible.

A problem is resolved by discovering its root cause to ensure that new incidents don't occur.

Incident Management is getting the system back in order quickly, whilst Problem Management is working to find and resolve the underlying cause of the error that has resulted in several incidents.

Also, if you establish an effective Problem Management process, it will mean that you can push forward more effectively with proactive processes, such as Availability Management.

Additional Information

Our Critical Thinking training course in IT empowers professionals to approach complex technical challenges with a logical and analytical mindset. It improves problem-solving, decision-making, risk assessment, innovation, communication, collaboration, and ethical considerations, leading to more successful IT operations, projects, and career growth.