



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

Management and Leadership skills like analytical thinking, being innovative and solving problems creatively are essential for any individual working in any sector of the economy. You are expected to solve a range of complex problems in the modern workplace.

This short course is both challenging and engaging and focuses on improving your creative, analytical and critical thinking abilities.

It is delivered on request for minimum group sizes.

Target Audience

Although this course holds appeal for professionals with work experience in Business Analysis, Project Management and IT Software Testing, it is relevant to individuals in any area and at any level of an organisation.

If your core responsibilities include understanding, analysing and solving problems in innovative ways, this workshop will be highly beneficial.

Entry Requirements

There are no specific entry requirements, but we recommend that you have some practical work experience in a role involving cognitive and high-order thinking and problem solving.

Workplace Requirements

There are no workplace requirements for this short course but ideally you need to apply and practise the techniques and skills learnt immediately to your own job, to derive the most value.

Management & Leadership

Analytical Thinking & Creative Problem Solving

ATPS – FTI Certification

SAQA ID: NA

NQF Level: NA

Credits: NA

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions and practical individual and group exercises, to embed skills.

To gain a Certificate of Attendance, you will need to:

- Attend all lectures and sessions.
- Contribute to and actively participate in activities, practise sessions and discussions.

Learning Outcomes

By the end of the short course, you will have gained theoretical knowledge and practical skills in:

- The problem solving process.
- Fact finding and analysing problems so that you can distinguish, evaluate and summarise relevant information.
- Using and applying recognised problem solving techniques and approaches to problem solve.
- Thinking models and exercises so that you can think outside-the-box and generate a broader and more unique range of solutions.
- Creativity and blocks to creativity.
- Arriving at objective and well-reasoned decisions timeously and consistently with the available information.



Course Content

Analytical Thinking & Creative Problem Solving Short Course

SAQA ID: NA | Learning Programme ID: ATPS
NQF Level: NA | Credits : NA

The Problem Solving Process

- The problem solving process (seeing the opportunities that problems present, common barriers to effective problem solving, solving problems in a structured way)
- Defining problems and opportunities
- Identifying and structuring objectives
- Applying problem solving tools and techniques
- Logical and analytical tools and techniques
- Understanding problem analysis (information gatherings, seeing patterns, analytical thinking and deductive reasoning, root cause analysis, decomposition)

Analytical and Creative Thinking Skills

- Different thinking types (Analytical, Critical, Creative)
- Knowing and understanding how we think
- Reasoned thinking and problem solving (including Systems Thinking, Convergent and Divergent Thinking and Root Cause Analysis)
- Generating ideas in a solution space
- Creativity tools and techniques
- Lateral Thinking (Thinking outside the box, creativity unblockers)
- Decision-making and evaluation techniques



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

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Siyangoba

