

## STRUCTURED THINKING & PROBLEM SOLVING

<b>COURSE DURATION</b>	2 days
<b>BATCH SIZE</b>	Maximum 20 participants

### A. COURSE OBJECTIVES / DESCRIPTION

A highly interactive workshop that gets participants to 'think about thinking' and develops structured thinking capabilities. Structured thinking helps bring clarity to ill-defined, unclear business situations and helps managers deal with complexity – in terms of nuances, inter-linkages and constraints. The workshop is specifically customized keeping in mind the work context of business personnel across levels and functions, covering problem types that these groups deal with on a day-to-day basis.

### B. WHO SHOULD ATTEND

This course is meant for middle management personnel. It has relevance and application across functions (Sales & Marketing, Supply Chain and all Corporate Functions) and nature of work. Managers who encounter medium to high complexity problems in their work will significantly benefit from application of structured thinking methods.

## C. COURSE CONTENT

Sec	Module	Day	Description
	Course Introduction	1	Context setting; introductions; participant expectations; course objectives, the relevance of structured thinking; course methods, schedule and rules
1	Problem Definition	1	The importance of problem definition; implications for the rest of the problem solving process; problem definition guidelines; problem definition practice exercises
2	Problem Structuring	1	Problem structuring methods; logic trees; benefits of structuring; types of logic trees (formula based and framework based), their advantages and applications; problem structuring practice exercises; guidelines for developing appropriate logic trees
3	Problem Solving Case 1	1	Group case activity, providing practice on problem definition & structuring
4	Problem Solving Case 2	1	Group case activity; higher degree of scope and complexity, including data analysis
5	Problem Solving Case 3	2	Group case activity; we will use a live business problem
6	Solution Evaluation	2	Factors impacting choice amongst alternative solutions; Group decision making activity
7	Solution Development / Implementation Planning	2	Implementation & execution issues; successful implementation planning
8	Effective Data Analysis	2	Data analysis tips and guidelines; Data analysis problems and practice exercises
	Course Wrap-Up	2	Learning summary; Key action points; Course feedback and closure.

Course outline

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