

STRUCTURED THINKING & PROBLEM SOLVING

A. COURSE OBJECTIVES

- To understand and apply the generic issue-based problem solving process to different types of business problems
- To think through ill-defined, unclear business situations and bring clarity of thought in dealing with complexity – in terms of nuances, inter-linkages and constraints
- To convert good solution ideas to effective solutions that bring real business benefits, by understanding and addressing implementation challenges

B. COURSE CONTENT

No	Module	Description
	Course Introduction	Context setting; introductions; participant expectations; course objectives, the relevance of structured thinking; course methods, schedule and rules
1	Problem Definition	The importance of problem definition / Asking the key question; implications for the rest of the problem solving process; problem definition guidelines; problem definition practice exercises
2	Problem Structuring	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	Group case activity, providing practice on problem definition & structuring
4	Problem Solving Case 2	Group case activity, providing practice on problem definition & structuring
5	Solution Evaluation & Development	Factors impacting choice amongst alternative solutions; Decision making concepts; Implementation & execution issues; successful implementation planning
	Course Wrap Up	Learning summary; Key action points; Course feedback and closure.

C. COURSE AGENDA

No	Session	Time
	Course Introduction	09:00 AM – 09:30 AM
1	Problem Definition	09:30 AM – 10:45 AM
	Tea Break	10:45 AM - 11:00 AM
2	Problem Structuring & Solution Generation	11:00 AM - 01:00 PM
	Lunch Break	01:00 PM – 02:00 PM
3	Problem Solving Case Work 1	02:00 PM – 03:30 PM
	Tea Break	03:30 PM – 03:45 PM
4	Problem Solving Case Work 2	03:45 PM – 04:45 PM
5	Solution Evaluation & Development	04:45 PM - 05:45 PM
	Course Wrap Up	05:45 PM - 06:00 PM