

AMA-2558: Analytical Thinking, Problem Solving and Decision Making

Course Code: 2558

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

Today, it's everyone's job to effectively solve problems. Analytical thinking and problem solving are foundational thinking skills that involve breaking things down into their component parts. They also involve deductive reasoning, drawing conclusions from givens and applying judgments to reach conclusions from a combination of evidence and assumptions. This seminar introduces you to fundamental thinking processes so that you can successfully analyze and solve a wide variety of business problems. Get these essential analytical thinking and problem-solving skills now to give yourself a powerful competitive and career advantage.

SKILLS COVERED

After taking this course, you should be able to:

- Develop more clarity around possible solutions
- Avoid emotional triggers that can impede your best thinking
- Generate and test solutions to atypical problems
- Interpret probability to increase confidence in your decision
- Negotiate among variables and conditions
- Recognize the difference between rationality of purpose and rationality of process

WHO SHOULD ATTEND?

Any individual who wants to be better equipped to face and solve today's complex business problems by using a foundational process for reasoning and problem solving.

PREREQUISITES

There is no prerequisites required to attend this course.

MODULES

Module 1: Components of Thought

- Describe the Science Behind How the Brain Works When Analyzing a Typical Decision
- Recognize the Importance of Analytical Thinking in Business
- Define Three Key Analytical Reasoning Skills: Assessing Patterns, Recognizing Probabilities, and Thinking Hypothetically

Module 2: ART: Assess Patterns

- Describe the Three Subskills Associated with the Analytical Reasoning Skill of Assessing Patterns
- Distinguish Between Three Common Information Patterns
- Explain How Recognizing Patterns Can Increase the Efficiency of Decision Making

Module 3: ART: Recognize Probabilities

- Describe Three Subskills Associated with the Analytical Reasoning Skill of Recognizing Probabilities
- Discuss How Your Personal Judgment About the Likelihood of an Outcome

May Influence Your Ability to Solve Problems

- Identify Implicit Probabilities to Assess the Level of Risk Within a Given Situation
- Assess the Frequency of Specific Occurrences
- Explain How Probability Judgments Can Help You Work Within Multiple Constraints When Problem Solving

Module 4: ART: Think Hypothetically

- Distinguish Between Inductive and Deductive Thinking
- Create a Hypothesis That Will Lead to Developing Decision Alternatives
- Use Counterfactual Thinking to Test Your Hypothesis
- Assess When You Do Not Have Enough Information to Form a Complete Hypothesis

Module 5: Applying ART to Real-World Situations

- Apply All Three Bundles of Analytical Thinking (A-R-T) Skills to Real Business Scenarios
- Enhance the Ability to See the Relevance of Analytical Reasoning Skills for Day-to-Day Work
- Gain Greater Facility with Analytical Reasoning Skills By Practicing Them

Module 6: Connecting the Dots: Analytical Reasoning and Decision Making

- Define What a Decision Is and How Analytical Reasoning and Decision Making Are Related
- Distinguish Between Two Types of Decisions—Simple and Complex

- Become Familiar with Three Decision Analysis Tools—Decision Worksheets, Decision Trees, and Force Field Analysis

Module 7: Personal Decision-Making Preferences

- Recognize How Values and Experience Inform Our Perceptions
- Identify Your Personal Decision-Making Preferences
- Identify Others' Personal Decision-Making Preferences
- Explain How Group Decision Making Differs from Individual Decision Making

Module 8: Psychological Factors Impacting Decision Making

- Identify Personal Attitudes Toward Decision Making
- Articulate the Common Reasons for Decision Avoidance
- Describe the Key Cause of Decisions Made in Haste—Overconfidence
- Apply Techniques to Avoid the Most Common Pitfalls of Decision Making

Module 9: Personal Judgment and Decision Making

- Describe the “Dual Process” of Decision Making
- Define Personal Judgment (Heuristics)
- Identify Your Personal Heuristics (Rules of Thumb)
- Apply Four Techniques to Sharpen Personal Judgment
- Explain the Impact of Emotion on Personal Judgment

Module 10: The Context for Analytical Reasoning and Decision Making

- Understand Your Organizational Context and How This Impacts Your Decision Making
- Apply Interpersonal and Communication Skills to Convey Your Decision with Maximum Impact
- Anticipate Pitfalls You May Encounter with Analytical Thinking, Problem Solving, and Decision Making
- Create an Action Plan for Developing Analytical, Problem Solving, and Decision-Making Skills

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