

GET OUT OF PROBLEMS WITH PROBLEM SOLVING & DECISION MAKING!

LANGUAGE: Languages used for the training: English, but many languages for 6+ groups. The language of the course can be arranged according to the characteristics of the groups in English, German, Italian, Spanish and Turkish.

LOCATION AND DURATION: 13-17 July 2020 RIGA, LATVIA

COURSE SPECIFICATIONS:

Number of Training Days: 5 Days

Lessons per week: 30 English Language

Lesson Duration: 09:00-15:00 for a day

Length and fees: <http://bluecore-edu.com/index.php/courses-and/>

Class Size: Maximum 20

Language level: A1/A2

Suitable for: School administrators, school staff, teachers and Everyone

COURSE BACKGROUND AND COURSE OVERVIEW:

'Problem Solving & Decision Making' course is a masterclass course which presents the structure, process and the required tools with which someone can solve problems and take the appropriate decisions. The course gives emphasis to the fundamental element for effective problem and decision making: critical thinking. Critical thinking is the application of scientific methods and logical reasoning to problems and decisions and it is of fundamental importance in enabling people to avoid common mistakes, challenge our beliefs, assumptions and/or perceptions, evaluating alternative solutions and anticipating possible risks. This course will equip the participants with in depth knowledge in order to use analysis, synthesis and positive inquiry to address individual and organizational problems. Upon completion of this course, the participants will be able to identify a problem, conduct a root cause analysis of the problem and develop a set of criteria to evaluate different solutions for the same problem. Using case studies and situations, the

participants will have the opportunity to explore successful models and proven methods on problem solving & decision making, that can prove to be valuable not only to their work and their organization but to their everyday life as well. This is a masterclass course taught by high-caliber trainers with vast experience in organizational processes.

COURSE OBJECTIVES:

- To understand the process for problem identification
- To create a problem statement
- To conduct a root cause analysis of the problem
- To develop criteria to evaluate solution to the problem
- To generate a list of solutions
- To select the best solution
- To validate their solution
- To develop a plan to implement the solution
- To develop a plan to monitor and verify the solution
- To develop a communication plan
- To make tough decisions aligned with operational priorities.
- To identify and plan for the resolution high-priority issues.
- To understand and proactively manage risks and opportunities.
- To ask the right questions to find hidden insight.

CONTENT AND METHODOLOGY:

The course methodology will ensure the active involvement of the participants in all phases, that is, prior, during and after the delivery of the course. More specifically, upon confirmation that the course will take place, the participants will receive preparatory material (if needed), which will cover all important concepts to be presented during the delivery of the course. The participants will have the opportunity to exchange feedback with the organizer of the course, BlueCore Academy, and the trainer as well as to request any clarification related to the content of the course.

The methodology of the training is based on a combination of three important elements:

- Provision of knowledge required (theory)
- Use of training tools, such as case studies, videos, games, animations & exercises (practice - hands on experience)
- Feedback/reflection (review)

During the delivery of the course, the participants will receive hard copy material, which will cover the content to be presented in all five (5) days of the seminar. The material will be presented in a form of Power Point (PPT) presentations, videos & animations. Moreover, the active involvement and hands on experience of the participants will be secured through various training tools, such as case studies, worksheets, scenarios & exercises. These training tools are necessary to ensure that the theoretical knowledge gained by the participants can be used in real life scenarios; an important aspect & added value for any training course.

At the final day of the course, the participants will have the opportunity to reflect on the information received and the experience gained in the specific field of study. Moreover, the participants and their institutions will be encouraged to be members of BlueCore Academy, an

international hub and forum for entrepreneurs & innovators to exchange ideas, novel concepts/approaches & best practices in the area of environment and education.

METHODS: Lectures, exercises, discussions, teamwork, role-playing, study visits

COURSE TOPICS:

- Critical Thinking
- Problem Solving
- Team-building
- Reaching Success

PROGRAM (Training activities):

- PPT slides
- discussions
- evaluating
- sharing thoughts and ideas with the group
- sightseeing and the school visits

PREPARATION:

After confirming registration, participants will be informed about the details of the course (arrival, daily program). Participants will be able to introduce themselves and bring a few examples of routines and practices that they apply to their teaching.

MODULES:

Module1: Improvement of the problem-solving techniques and skills

Module2: The methodological work of problem-solving education

Module3: To provide and develop critical thinking-act

FOLLOW UP:

BENEFITS TO PARTICIPANTS - SKILLS & COMPETENCES

The course is ideal for a wide range of professionals, wishing to gain in depth knowledge in the area of problem solving and decision making and more specifically in topics such as, recognizing blocks to decision making, the Psychology of problem solving and decision making, Groups vs. individual, the pros and cons and models for successful problem solving and decision making, among others.

By the end of the course, delegates will have acquired capabilities to:

- Make shaper decisions through critical thinking and creative problem solving

- Adapt to different thinking styles in group and team environments
- Remove barriers to hinder creativity
- Analyze systematically a specific problem
- Present ideas clearly and concisely for maximum shareholder buy-in
- Turn creativity into practical solutions

DAILY TIMETABLE:

1ST DAY

(09:00-15:00)

- Welcome to the participants
- A quick introduction to the course
- Why this education is necessary?

Coffee Break

- Problem solving and decision making definition -
- The Cognitive Process -
- Literal vs Lateral - Exercise
- Creative thinking
- Teen Brain Thinking
- Approaches to Problem solving - problem solving 'types'

2ND DAY

(09:00-15:00)

- PROBLEM SOLVING VS DECISION MAKING (Exercise)
- Decision making models
- Deciding how to decide

Coffee Break

- Decision making under pressure (Exercise)
- Evidence Based Decision Making (Case Study)
- Thinking Styles
- Thinking as groups or individuals (Exercise 6 thinking hats)
- Discussion of the day

3RD DAY

(09:00-15:00)

- Identify Problems
- Creativity and innovation (Exercise)
- Structured Problem Solving

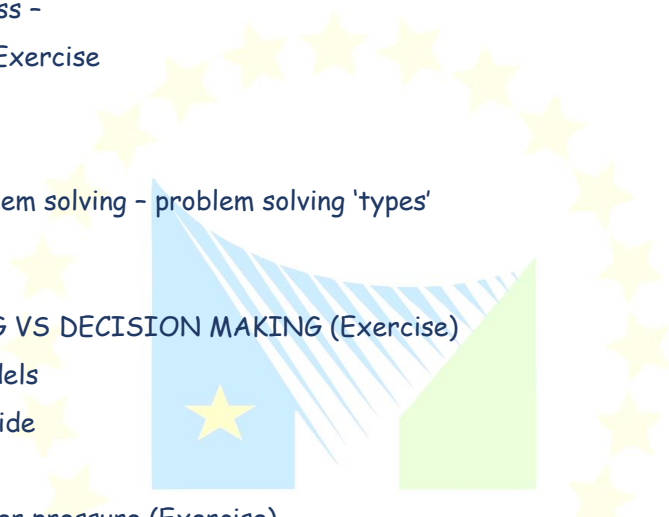
Coffee Break

- Tools and techniques for finding solutions
- Working with risk (Exercise)
- Collaborative Team Problem Solving (Exercise)
- Discussion of the day

4TH DAY

(09:00-15:00)

- Communication and influencing



BLUE CORE INTERNATIONAL
MAKİSİRKİRKİ INTERNATIONAL

- The power of Negotiation (Exercise)
 - Bringing the problem (Case Studies)
- Coffee Break
- Make the Decision (Case Studies)
 - Making it work (Case Studies)
 - Presenting the Argument (Team Presentations)
 - Follow up and evaluation process
 - Discussion of the day

5TH DAY

(09:00-15:00)

- Making change happen
- Using Strategy
- Planning concepts and tools (exercise)
- Personal Action Planning (exercise)
- The importance of Validation
- Goodbye

CERTIFICATIONS: At the end of the course; Participants will take "Certificate of Participant", "Europass Mobility Certificate", "Staff Mobility Agreement" and BlueCore International Company Invoice certificates

