

NSW PUBLIC SECTOR GRADES 9-10 CRITICAL THINKING & PROBLEM SOLVING

PRACTICAL OUTCOME-DRIVEN MODELS FOR
CRITICAL THINKING AND PROBLEM SOLVING

2 - 3
FEBRUARY
ONLINE DELIVERY

EXPLORE

- ▶ Unpack critical thinking as a mental process and set of action steps to address everyday problems
- ▶ Use a structured systems thinking approach to analysing problems and designing solutions
- ▶ Leverage the skills of creative and lateral thinking in complex problem solving
- ▶ Overcome common roadblocks to critical thinking and problem solving

EXPERT FACILITATOR



Garry Mills
Presenter & Coach
Garry Mills Peak Performance

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ABOUT THE EVENT

Aimed at Grade 9-10 officers and management, this two-day workshop will provide an opportunity to advance critical thinking and problem solving capabilities expected of Grade 9-10 officers.

Critical thinking and problem solving have been identified as key skills required of officers at many levels of the NSW Public Sector. In an environment where evidence is paramount, this highly valued skill set will become a key differentiator among high performing leaders of the future. Critical thinking is at the heart of effective problem solving and decision making at any level of management. As a Grade 9-10 officer, you are at the ideal level to establish core skills in this domain.

We have developed this practical training program to kick start your journey to becoming a discerning critical thinker and seasoned problem solver. Through this workshop, participants will have the opportunity to examine, assess, and reconstruct their way of thinking in order to solve everyday problems. If you find that a problem has you stuck, unable to evolve or adapt to changes, it may be time to try a new approach. Developing your skills in critical thinking and applying innovative problem solving techniques can help you to make better decisions and overcome the challenges that you face.

Participants will learn practical skills and techniques to critically appraise problems and understand their root causes and impacts. Through a systematic approach you will be able to develop evidence-based solutions to problems as well as plan and prepare strong arguments for change and improvement.

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DAY ONE

Critical thinking and problem solving as a key priority in the NSW Public Sector

- ▶ Review the current context and landscape for problem-solving
- ▶ Why problem-solving has been identified as a top skilling priority across all levels
- ▶ How critical thinking provides the necessary lens to frame problems rationally and produce evidence-based solutions
- ▶ How problem-solving ability could drive your career advancement in 2022 and beyond

Unpacking critical thinking techniques

- ▶ The cognitive principles, tools and strategies essential to critical thinking
- ▶ Reviewing critical thinking tools and taking stock of our own limitations and strengths
- ▶ How to think like a scientist - Learning how to objectively collect and evaluate evidence
- ▶ Whole-brain thinking; exploring creative thinking for generating new ideas and links, acting on intuition, imagining possibilities and connecting ideas through considering alternatives
- ▶ Understanding the barriers to sense-making and thinking rationally

Problem-solving methods and key tools

- ▶ Reviewing common types of problems
- ▶ Exploring linear/non-linear and logic-based approaches to problem-solving
- ▶ Root cause analysis - getting to the heart of the problem
- ▶ Mapping known and considering unknown variables
- ▶ How to select the right method and apply specific tools to solve a problem
- ▶ Explore how Systems Thinking is applied to provide clarity around root causes, interdependencies, possible constraints and outcomes
- ▶ Creating a process map or mind map to provide clarity around the problem
- ▶ Creative problem-solving techniques and activities: Abstract questioning, brainstorming, role switching, visualisation, ideation and process re-mapping

Working with others on problem-solving

- ▶ Facilitating a shared understanding of issues and problems
- ▶ Learn to prepare and present powerful evidence-based arguments and solutions
- ▶ Resolving conflict and challenges in group problem solving

DAY TWO

Definition: Understanding the problem

- ▶ Agreeing on the reality of the problem:
Definition of key variables: known causal factors, structure, scope, stakeholder impact, interdependencies and constraints
- ▶ Evaluating problem impacts
- ▶ Consider solution criteria and problem-solving deliverables

Analysis: Identifying and evaluating possible solutions

- ▶ Evaluate solutions based on feasibility, impact and risk
- ▶ How to approach complex or 'wicked problems' (problems resistant to conventional resolution)
- ▶ Review tools, priorities and resources available (including expertise)

Implementation: The problem-solving process in action

- ▶ Approaching the problem-solving process as a system, applying a critical thinking lens at all stages, consider:
 - ▶ Problem identification, detection or framing
 - ▶ Analysis of variables, root-cause analysis and interdependencies
 - ▶ Design of possible solutions, opportunities or courses of action
 - ▶ Evaluation and selection of solution
 - ▶ Consideration of risk, including feasibility, uncertainty/error
 - ▶ Decision on Implementation
 - ▶ Deployment of solution
 - ▶ Monitoring, learning and evaluation

Overcoming the roadblocks to critical thinking and problem solving

- ▶ Cognitive biases, ideological conflict and problems arising in groups
- ▶ Observation blind-spots and measurement errors
- ▶ The inherently challenging nature of 'wicked problems'
- ▶ Cultivating your skills and maintaining your edge as a critical thinker

YOUR FACILITATOR

Garry's philosophy is to share the stuff he's learned and lived to help as many people as he can. He achieves this as a recognised consultant, facilitator, coach, presenter, speaker and MC. Garry creates space for people to contribute, reflect, share and clarify. His style is interactive and relaxed with humour, helping people feel at ease to ask questions and interact freely.

Garry is a certified i4 Neuroleader Practitioner, applying the i4 model and methodology to help organisations create healthier and brain friendly leaders, teams and cultures. A balanced and healthy brain positively influences our behaviour, attention, decision-making, memory and effectiveness. Neurobiology-based leadership & wellbeing programs help transform our organisations and communities from somewhere many people are just surviving, to places where they can thrive.

Garry's extensive experience includes public service executive, police officer, training manager, Prime Minister's bodyguard, Team Australia athlete in a European reality TV competition, jackaroo, screen actor, radio presenter, and Ironman triathlete. He is a member of Beyond Blue's Ambassador and Speaker Bureau, sharing his story to increase awareness and understanding of anxiety and depression in Australia, and to reduce the associated stigma.



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Qty Workshop	\$1895 + GST = (\$2084.50)	\$2095 + GST = (\$2304.50)	\$2295 + GST = (\$2524.50)	\$2495 + GST = (\$2744.50)	\$2695 + GST = (\$2964.50)
Discounted off standard rates:	Save up to \$800	Save up to \$600	Save up to \$400	Save up to \$200	All Prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8 - 9	25% off Standard Rate Team of 10 +	TOTAL incl GST
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