



distinctions

Breakthrough Thinking & Action Workshop

The **Breakthrough Thinking and Action workshop** is designed to enable employees to solve problems proactively and gain others' commitment to solutions and actions. Since employees are required to make the right and timely decisions in a very fast paced and often uncertain business environment, the workshop is designed to help participants learn to recognize how personal bias, tunnel vision, and marginal commitment influence decisions.

Yet, if employees rely on "gut," "instinct" or his/her "best guess," the organization may find itself in a constant reactionary state where costly mistakes are made. Through an integrated approach, the program provides the information processes and people skills to help employees first identify and resolve issues, generate options and opportunities, and utilize sound judgment in decision making that ensures clear understanding of impact and consequences.

Objectives

- To enhance the capabilities of analyzing situations, challenges and problems so that participants more accurately identify and assess and apply sound judgment in making the appropriate decisions and solutions.
- To enable participants to utilize various critical thinking practices that result in clear understanding of both the decision and potential consequences.
- To have participants develop skills in mastering crucial conversations that impact listening, questioning, clarifying, sharing intentions, defining expectations, and proposing options.
- To enable participants to anticipate the potential impact of decisions and proactively determine who needs to know, who needs to be consulted and whose approval is needed as part of the decision making process.
- To help employees master a systematic approach to creative and critical thinking, getting to the root cause to make better and faster decisions, rather than reacting to symptoms.
- To have participants distinguish between fact, perception, and interpretation, to empower the problem resolution/decision making process.
- To equip participants with the resources and skills to translate their solutions, decisions and ideas into action and implementation.

As a result of the program, participants will learn to:

- Define and analyze situations, issues, challenges and opportunities to create better solutions.
- Ensure decisions are aligned with business objectives and organizational culture and values.
- Use a distinct methodology for the creative problem solving process and "outside-the-box" solutions.
- Implement powerful decision making approaches and tools to best fit the situation at hand.
- Make use of specific practices and tools that result in more effective analytical and creative thinking.
- Gain the power and confidence to effectively communicate so others have clarity and certainty around understanding the problem, reviewing the solutions and executing the decision.