



# PROBLEM SOLVING

## Problem Solving

A training program on how to solve problems, think systematically, and make decisions based on logic and possibility. Participants will discover their thinking biases and how to avoid it.

## Skills and Benefits Participants Will Receive

- Discover your cognitive biases when making decision and how to avoid making false assumptions
- Systematically solve problems using appropriate thinking tools
- Make decisions logically without being hindered by emotions
- Identify and use decision making tools suitable for different types of problems

## Suitable For

- Supervisors and Managers that are tasked with solving business and manufacturing problems
- Management team in charge of setting strategic goals for the company
- Entrepreneurs and those interested

“We shorten your learning curve and make it fun”



## Topics Covered

### Thinking Fast, Thinking Slow

Discover and understand System 1 (Fast Thinking) and System 2 (Slow Thinking) Thinking as presented by Daniel Kahneman, a Nobel Laureate in Economics. These two systems describe the mechanics of thinking and how do we become more aware which thinking system is in charge in different situations.

### Confirmation Bias

In certain situations, we are too focus on finding evidence that prove our method is correct that we overlook better alternatives. Participants will perform a series of exercise and tests to examine the existence of their confirmation bias and given tools to overcome it.

### Decision Matrix

Perform a complex decision making exercise from our library of case studies using “Decision Matrix”, a decision making tool that allocates varying points to factors of different importance. The choice with the most point is selected. This tool prevents the user from deciding based on emotions.

### Logic Tree

Create a logic tree with a mind map containing possible solutions to the problem, which is mutually exclusive and collectively exhaustive (MECE), a method used by McKinsey & Company, a worldwide management consulting firm, to solve world class business problems for their clients.

### 6 Thinking Hats

Problem solving in a group setting often struggles with discussions that take too long with no clear directions or a definite course of action and follow ups. In this session, participants will learn and use 6 Thinking Hats, a discussion tool that gets people to consider a specific stance on an issue, one at a time, for a more effective problem solving meeting.

### Occam's Razor

Complex problems do not necessary require complex solutions. Here, participants will learn from real situations where extraordinary complicated issues are solved with simple solutions. Afterwards, they'll be tasked to identify the root cause of case studies by choosing the right questions to ask. As Occam's Razor states “the simplest answer is usually correct”.

Contact us for a free demonstration.



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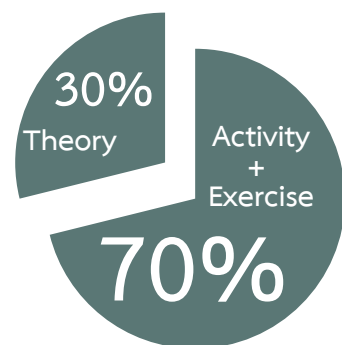
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# Activity

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## Real Life Case Study

Use Mind Map and Logic Tree to solve a real life mystery of the Bloody Sweat, several incidents of red spots appearing on the skin of flight attendants during various Eastern Airlines flights in the first three months of 1980. Participants must quickly find out the root cause of this phenomenon and prevent future occurrences to restore customer's confidence in the airline and morale of its crew.



## The Investigator

One fine morning in Bangkok, an heiress was found standing over her dead fiancé's body with a gun in her hand. When arrested, she proclaimed innocence and claimed she had no recollection of how she got there and who she shot. In "the Investigator", players take on the role of elite private investigators asked to assist the police in this puzzling murder mystery. Under time constraints, the investigators must visit the crime scene, hear witness accounts, search the newspapers for clues, and piece together the facts to identify the culprit and his/her motives. Team work, logical thinking, a creative mind, and keen observation are the keys to solving this case.



## Escape from Dr. Evil

As covert intelligence officers, your job is to stop Dr. Evil from destroying the planet with his nuclear weapon. With only 60 minutes on the lock before the missiles launch, you must infiltrate Dr. Evil's base, unlock its mysteries, and find the code that will abort the missiles from launching. With the combined power of your team's observation, deduction, and problem solving skills, only you can save the world.

