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SOFT SKILLS 1

CRITICAL THINKING & PROBLEM SOLVING (PART 2)

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AIM

- This chapter outlines the principles of critical thinking & problem solving skills and provides exercises on applying the skills in given situations

EXPECTED OUTCOME

At the end of the session students should be able to:

- Know the concept of CTPS & related tools
- Able to adapt and apply CTPS skills
- conquer challenges with clear Judgment

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Topic Outlines

- What is problem?
- Category of problem
- Problem solving Process

What is problem?

- Problem is:
 - * a situation you want to change
 - * something that you need to overcome
 - * something that challenge your thinking ability
 - * the difference between what is, and what should be

Category of problem

Some problems are more serious than others

The seriousness of the problem is based on:

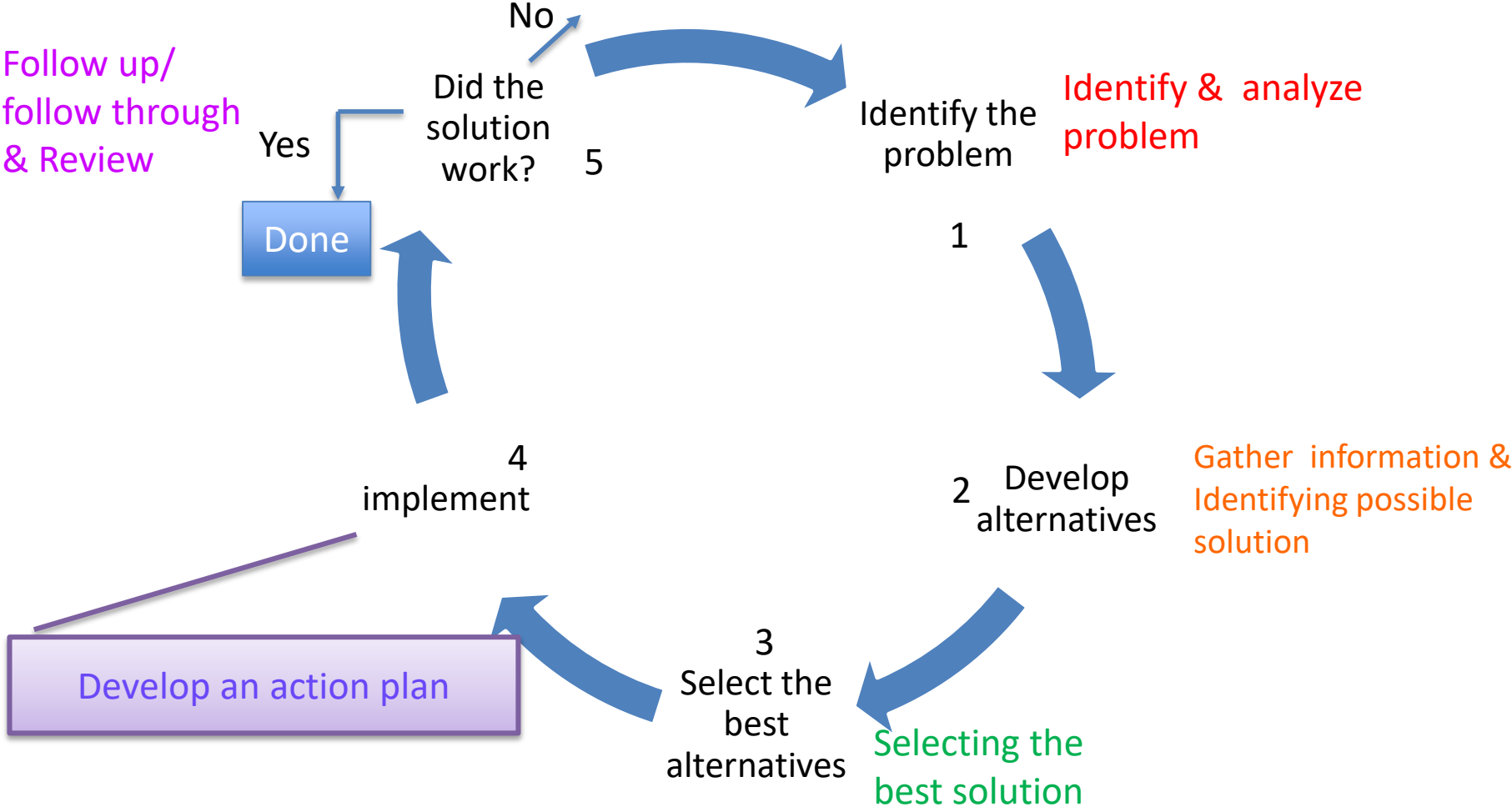
Importance: (Frequency, number of people effected, severity of the effect, time put away)

Feasibility: ability to solve it

Problem Solving

- Problem Solving allows you to see things differently and to do things in a different way

CTPS-Reviewed



Step1. Identify & Analyzing the Problem

- Never assume that you know what causes the problem without an effort to fully investigate
- In this stage, questions should be asked, information gathered and sifted (i.e., 'but why' technique , 4W1H technique).
- View the problem from a various viewpoint (i.e., the customer, the owner, environment)

Step 2. Identifying Possible Solutions

- The focus is to yield a list of all possible alternatives to the identified problem
- Ask each member for input and all viewpoints should be considered

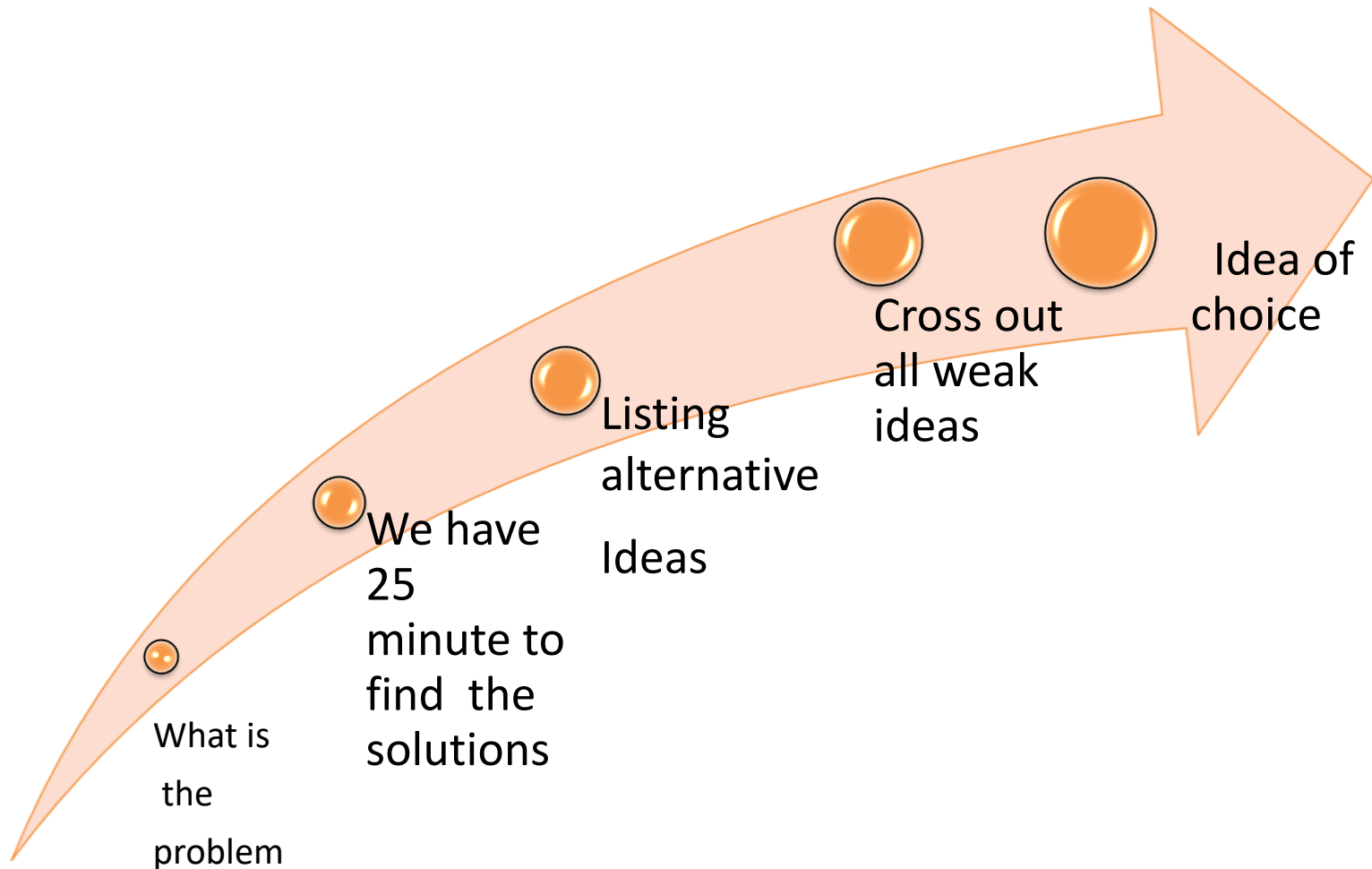
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- Examples of techniques to identify problems & solutions:

Brainstorming

Rules for Brainstorming:

- The more ideas the better!
- No discussion
- No idea is a bad idea
- Build on one another's ideas
- Display all ideas

Brain storming



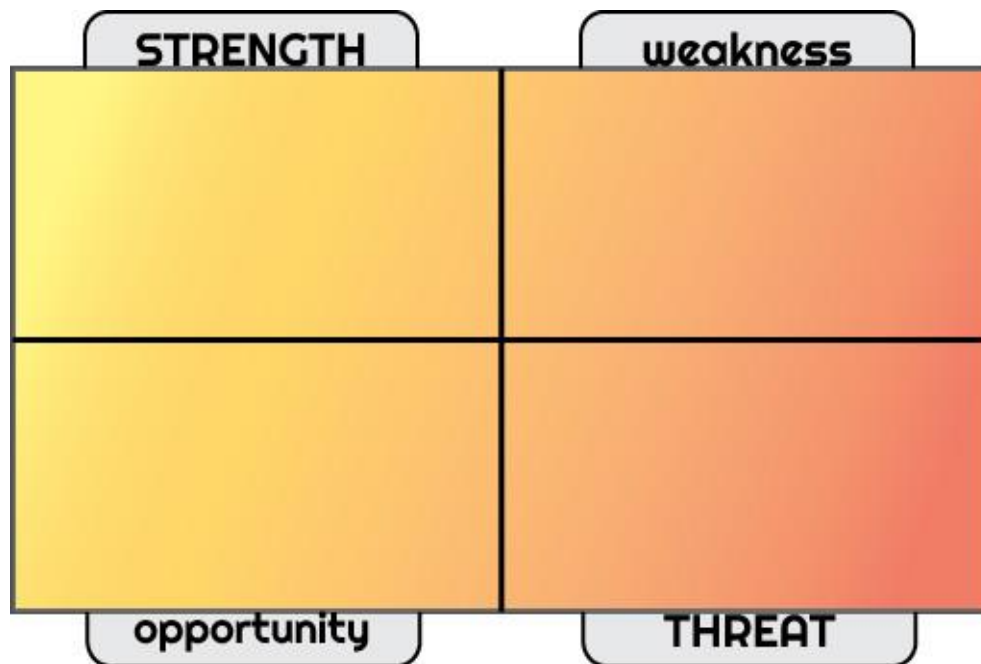
Selecting the Best Solution

- Specify feasible alternatives
- Identify morally significant factors in each alternative
- Discuss of possible resolutions
- Determine the best solution (using SWOT analysis or 'T' chart)
- Refine the implementation of the solution

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- Examples of techniques to identify best solutions:

SWOT & T-chart

SWOT ANALYSIS



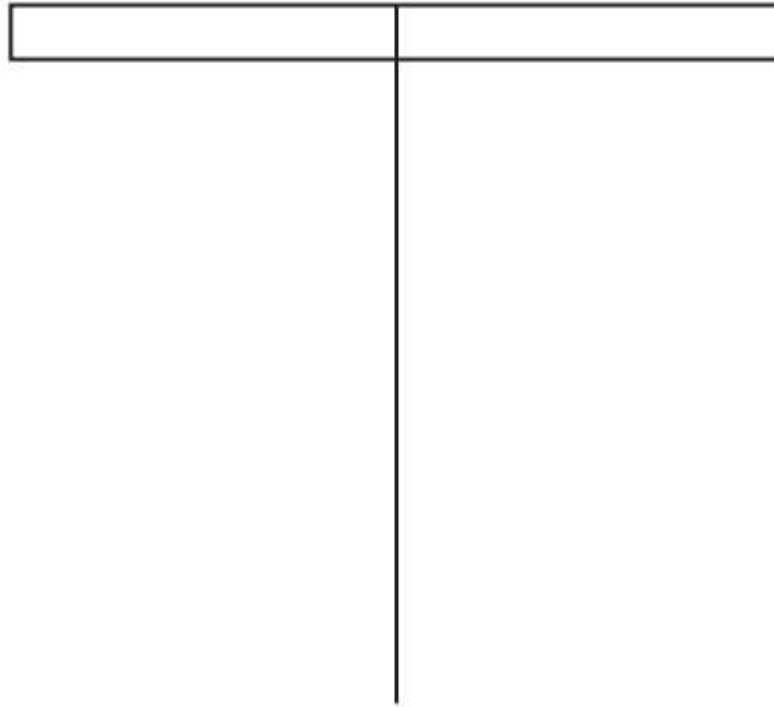
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T-CHART

T-Chart



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4. Develop an Action plan (refining of solution)

- Divide the solution/s and how it will be implemented
- Develop contingency plans (Plan B,C).

5. Implement the Solution

- Each stage should be justified and clearly plan.
- Clearly outlined problem solving process should reassure the success of the solution.

Conclusion of The Chapter

- Critical thinking includes possible process of reflecting upon a tangible or intangible item in order to form solid judgments that combine scientific evidence with common sense. Using critical thinking, one makes a decision to judge what to believe or what to do to overcome issues and hindrances in life (Folkways, 1906).



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