Public Sector Management · PM161

Critical Thinking and Problem Solving for the Public Service Executive

Kuala Lumpur · 21 - 25 Dec 2026

Date	Venue	Duration
21 - 25 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	**Ref**	**Language**
£5,000 GBP	**PM161**	**English**

Introduction

The ability to think clearly and rationally and use the information to solve team and organizational problems is referred to as critical thinking. It enables us to think agnostically, recognizes outcomes and contradictions, constructs and evaluates discussions, identify relevant ideas, and solves problems systematically.

Participants apply critical thinking and problem-solving skills to the global knowledge economy in this critical thinking and problem-solving training seminar for public sector executives in order to respond quickly and effectively to change. I'll be able to pull it off. They will be able to return to the organization and analyze data from various sources in order to solve problems.

This training course will highlight:

- Techniques for using critical thinking in groups and organizations
- Solving problems using the range of Strategies available
- Apprehending personal selections and adjusting them to circumstances and other people
- Functional applications of critical thinking and problem-solving tools in the workplace
- Developing critical thinking and problem-solving skills within teams and business units

Course Objectives of Critical Thinking and Problem Solving for the Public Service Executive

During this training course, participants will develop the following competencies:

- Identifying when to use critical thinking in business circumstances
- Thinking clearly and solving problems rationally
- Analyzing information from diverse sources in solving problems
- Developing, evaluating and selecting new ideas
- Critical self-reflection and self-evaluation for justifying decisions

Course Methodology of Critical Thinking and Problem Solving for the Public Service Executive

The program merges presentations that share theory and industry best techniques with practical sessions by following learner-centered learning principles. Overall, 60% of training will be experiential, and 40% going to be theoretical.

Participants will have many opportunities to practice the skills they develop and enhance during the course. We make the most of small and whole group exercises, videos, case studies, peer exchange, brainstorming, role plays, and discussions. Participants are encouraged to reflect on and discuss their professional issues and experiences.

We will spend time working with one-on-one and in small groups to resolve the challenges participants face. They will leave with new ideas and skills they can implement immediately they step back into their teams.

Case studies will be included in each of the modules to demonstrate the variety of ways global organizations are using critical thinking, creative thinking, and problem-solving.

Organizational Impact of Critical Thinking and Problem Solving for the Public Service Executive

Organizations benefit when leaders and managers take the time to think through issues before acting, including:

- Looking comprehensively at an issue, brainstorming and surfacing solutions to other unresolved problems
- Looking beyond conventional solutions and embracing new ideas to address problems
- Encouraging more teams and staff members to work together in solving company problems
- Developing multiple solutions to an issue and being able to select the most appropriate in any situation
- Avoiding making mistakes and jumping to the wrong conclusions
- Making decisions that deliver benefits in the longer term for the business
- Gathering information and analyzing internal and external factors before making decisions
- Making decisions that take all stakeholders views into account

Personal Impact of Critical Thinking and Problem Solving for the Public Service Executive

Delegates will be able to:

- Make logical connections between ideas
- Explain their reasoning in rational ways
- Participate in and evaluate discussions and debates
- Detect inconsistencies and common mistakes in reasoning
- Systematically solve problems on their own and in teams
- Justify their own opinions and recommendations

Target Audience of Critical Thinking and Problem Solving for

the Public Service Executive

This training program is designed for leaders in public service organizations who are involved in decision making or lead teams of decision-makers, including:

- Senior Management Team Members
- Program Directors and Project Managers
- Heads of Functional Units in HR, IT, Finance and Strategy
- Heads of Customer Service, Marketing and Sales Teams
- People with Leadership Potential who are preparing for their next role

Course Outlines of Critical Thinking and Problem Solving for the Public Service Executive

DAY 1

Becoming a Critical Thinker

- Definitions of Critical Thinking - rational, skeptical, unbiased analysis, evaluation of factual evidence
- The Skills We Need for Critical Thinking
- Key Traits of Critical Thinkers
- Improving Critical Thinking Skills
- Developing the Ability to Reason Logically and Rationally
- How to Engage in Reflective and Independent Thinking
- Assessing our Critical Thinking Abilities
- Complimentary Thinking Skills including Creativity
- Using the Cognitive Reflection Test

DAY 2

Taking a Systematic Approach to Problem Solving

- Identifying and Articulating the Challenge - issue or problem to be resolved
- The Main Problem Solving Models
- Identifying Possible Solutions using the CREATE Model
- Implementing Solutions using Analysis and Prioritisation Tools
- Overcoming Obstacles to Solving Problems
- Winning Support for Your Preferred Solution
- Problem Solving Techniques for Individuals
- Problems Solving Techniques for Team

DAY 3

Understanding Your Personal Preferences

- Assessing Your Preferred Approach to Thinking
- Enhancing Whole-Brain Thinking – left and right brain
- Recognizing and Adapting to the Preferred Thinking Styles of Colleagues and Team Members
- Exploring Your Creativity
- Identifying the Things that Stimulate Your Creativity
- Eliminating Personal Barriers to Innovation
- Stretching Outside Your Personal Style

DAY 4

Skills for Critical Thinking & Problem Solving

- Recording the Creative Process using Mind Maps, Concept Charts, Flow Charts, Triangulation, and Meta-thinking
- Building Knowledge with Data and Information Blocks
- Tools and Techniques to Become More Creative
- Critical Reading Skills and Practices
- Speaking and Listening Critically
- Reasoning and Arguing Logically
- Using Words to Influence and Persuade
- Presenting Evidence and Justifying Opinions and Advice

DAY 5

Applying Critical Thinking in Your Team

- Encouraging Group Creative Thinking
- Brainstorming Options for Use in Teams
- How to Challenge Assumptions in Constructive Ways
- Ensuring Teams Avoid Group Think
- Encouraging Critical Thinking among Team Members
- Developing a Personal Action Plan based on Your Strengths and Areas for Development Identified during this Programme

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