# Problem Solving – Essential Soft Skills for Corporate Success
Skills & expertise to help you increase your knowledge in the field of essential soft skills

About the Workshop

Problem Solving and Decision Making involves an approach based on critical thinking is the analysis of facts to form a judgment. The subject is complex, and several different definitions exist, which generally include the rational, skeptical, unbiased analysis, or evaluation of factual evidence.

In a nut shell, our courses are designed on the basis that you have got nothing to lose and everything to gain.
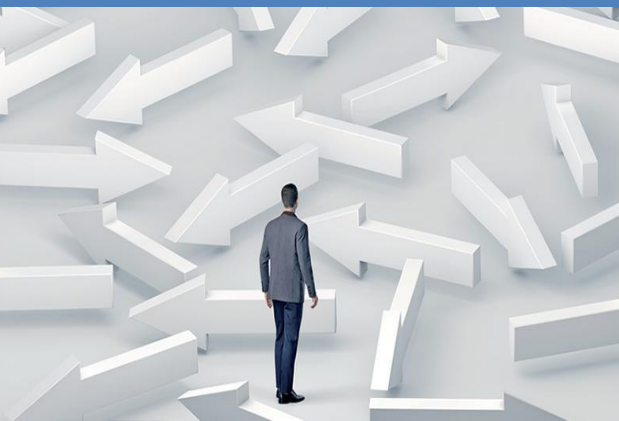
About the instructor

Training will be delivered by an experienced trainer with 25+ years of career experience imparting education and training services both locally and internationally and have served international enterprise technology vendors including IBM, Fujitsu, and ICL.

Our instructor holds various industry professional certifications in the space of enterprise servers and storage technologies, Information Security, Enterprise Architecture, ITIL, Cloud, Virtualization, Green IT, and a co-author of 10 IBM Redbooks and have developed 30 plus courses in AIX, storage, securities and digital technologies.

The training course flow will be a mix of lectures, video demonstrations, and classroom discussions so that participants can have a detailed understanding of various components of technologies causing digital disruption.

A workshop designed to develop leaders for tomorrow:

Today, as companies increasingly need to become more dynamic, interconnected and flexible, thus soft skills are becoming critical. According to various global surveys and reports, senior executives are now considering the acquisition of soft skills as an essential components important to fostering employee retention, improving leadership capabilities and qualities, and building a meaningful culture under an stressful challenging environment. This workshop is designed to help resources today to improve there conflict management and resolution skills with a vision to develop dynamic leaders for tomorrow.

Course Highlights

Critical thinking can be seen as having two components: 1) a set of information and belief generating and processing skills, and 2) the habit, based on intellectual commitment, of using those skills to guide behavior. It is thus to be contrasted with: 1) the mere acquisition and retention of information alone, because it involves a particular way in which information is sought and treated; 2) the mere possession of a set of skills, because it involves the continual use of them; and 3) the mere use of those skills ("as an exercise") without acceptance of their results.

About the Workshop Facilitator

These workshops will be imparted by an experienced passionate trainer with 25+ years of career experience conducting education and training services both locally and internationally. Our facilitator have worked for local and international technology leading organizations from technology hands-on to C-level positions. These organizations includes IBM, Fujitsu, ICL, Si3 where he served different portfolios like Advisory IT Specialist, Country Systems Product Manager, Enterprise Business Development Manager, Client Technical Architect, VP IT Infrastructure, Director Technology Deliver Services and COO. These workshops are unique in a sense because it is going to be delivered by a professional managing 250 plus technology and business professionals at one time, interfaced with entry to enterprise business

industry-wide customers, earned respect throughout of his career, successfully delivered large turned key projects under extreme and stressed time lines, developed 500 plus professionals who are currently working in different top 10 computer vendor organizations and in various local and international organizations.

Apart from various industry professional certifications, he is one of the few Pakistani who has co-authored and contributed in 10 IBM Redbooks, developed seven-times IBM AIX operating system certification exams, a part of teams developed IBM AIX 6 and 7 courseware's. He has also designed and developed 20 plus professional courseware's based on Storage and Digital technologies, Enterprise Architecture, Information Security, Cybersecurity, Industry 4.0, Essential Soft Skills.

Target Audience

- Employees in the workplace including customers from all Line of Businesses including Business, Application, Audit, Risk, Compliance, Security, Network, IT operations, Enterprise Architecture, Project Management, Human Resource, Technical Writers, and Legal professionals.

- This workshop is also suitable for Pre and Post Sales Technology Specialists, IT Professionals, IT Consultants, Systems Integrators, Systems & Solution Architects, Sales and Marketing Specialists, Trainers, Young Leaders and Managers.

Workshop Contents

- A 20 minute **ACTIVITY** based on measuring STRESS level of employees during Pandemic.
- Why Conflict is a root causes behind developing problems.
- Critical Thinking – A foundation of Effective Problem Solving & Decision Making.
- Describe Critical Thinking and Critical Thinking Process.
- Guidelines to avoid problems in everyday life.

- Six Critical Thinking Standards that helps in Problem Solving.
- Top five Critical Thinking skills – Analytics, Communications, Creativity, Problem Solving and Open Mindedness.
- Causes of Problem at Work with Examples.
- Critical Thinking & Problem Solving – An combination for success.
- Critical Thinking Examples in Solving Complex Problems.
- Problem Solving using Critical Analysis Skills – How to Answer difficult questions.
- How can one assess Critical Thinking and Problem Solving skills?
- Common pitfalls to avoid escalations at all levels.
- Know your Triggers – An important factor behind problems.
- Common challenges every team encounter while solving complex problems – Role Uncertainty, Lack of Trust, Unclear Goals, Disengagement, and Talent Differences.
- Strategies to help you understand the problem.
- Teamwork— Promoting Group Problem Solving.
- The 4 most effective ways Leaders Solve Problems.
- Politics at Workplace – What do you think of when you hear the words "office politics"?
- How to Neutralize Negative Politics at workplace.
- Practicing Good Politics at Workplace.
- Nine Strategies for successfully playing office Politics.
- Things that you need to avoid towards problem solving and team building.
- Three key tips for Effective Problem Solving.
- Avoid problem solving mistakes and understand Challenges/obstacles in problem solving.
- Workshop Assessment.

Detail Information

Course Code	: TN308
Module Duration	: 1 Day
Course Location	: TLC, Customer On-site and Online (Zoom).
T&C	:100% payment in advance.
Course Deliverable	: Comprehensive Student Guide and Workshop Certificate.