



CRITICAL THINKING AND PROBLEM SOLVING



Course Information

Course Name	Critical Thinking and Problem Solving
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Hazard Communication
Course Duration	35 minutes

Course Overview

Learn an effective 7-step strategy for solving problems and use critical thinking skills to come up with the best solutions and outcomes. Being a good problem solver is a valuable skill for the workplace. In this course, you will learn how to define a problem, consider solutions, and anticipate outcomes, select the best strategy, and evaluate and measure the results. You'll also gain helpful tips, such as how to brainstorm and collaborate with colleagues to generate more effective solutions. This 35-minute course includes engaging narration, self-diagnostic tools, quizzes, and a final test for a complete learning experience. Empower your employees by helping them strengthen their critical thinking skills and solve problems.

Critical Thinking and Problem Solving

Who should attend?	• Management Representative • Health and Safety Representative • Risk Assessor • Health and Safety Officers • Supervisors, team leaders • Quality Assurers
Course Objectives	• Identify and diagnose the root of a problem as opposed to treating symptoms • Use critical thinking to develop alternate solutions to problems and evaluate potential outcomes • Choose and implement appropriate solutions and strategies to solve problems • Ensure success by monitoring progress, verifying resolutions, and evaluating results
Benefits	• Better decision making • Form well-informed opinions • Promotes curiosity • Allows for creativity • Enhances problem solving skills

Course Content

Course Modules	1. Identifying the Problem 2. Diagnose the Problem 3. Identifying and Evaluating Alternatives 4. Choose your Strategy 5. Implement Strategy 6. Monitor Progress and Verify Resolution 7. Evaluate Results 8. Course Summary and Test
Certification	• Certificate of competence • Certificate of attendance
Assessments	• If applicable, an assessment at the end of the course will be required. • A minimum of 60% is to be achieved to attain a competence certificate. • If you achieve lower than 60% but get between 40 – 59% a second attempt will become available.

- If you get lower than 40% and fail the second attempt, you will need to re-purchase the course.
- If applicable an attendance certificate will be awarded to you.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. The service range includes:

- ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards.
- Integrated Management Systems development whereby we integrate several business systems and quality management solutions into a single management system to comply with various quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO, Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specializes in systems development, consultancy, training, and auditing.