B2T Training

Critical Soft Skills for Project Teams

3 Days | Virtual and Face-to-Face

Critical thinking, systems thinking, and design thinking are all essential for organizations because these skills empower decision-makers to evaluate information, ideate robustly, challenge assumptions, and explore alternative solutions. By applying these different ways of thinking, individuals can identify potential risks, anticipate market shifts, and solve complex problems more effectively. These analytical approaches foster innovation and adaptability, enabling businesses to respond proactively to changing conditions and seize new opportunities. In essence, critical thinking enhances strategic planning, improves problem-solving capabilities, and drives better value, making it a cornerstone of successful management and growth.

Learning Objectives

- Understand critical thinking
- Learn a framework for critical thinking
- Practice clarifying a circumstance, problem, or goal
- Identify impediments to creative thinking
- Understand the risks and rewards of creativity
- Learn the design thinking process
- Understand why systems thinking is so important
- Learn problem-solving and conflict resolution strategies
- Apply critical thinking, design thinking, systems thinking, and problem-solving within a scenario

Intended Audience

This course is designed for anyone involved in building solutions that solve problems and deliver value. It is ideal for a team to attend together to learn how to collectively and collaboratively create solutions.

Prerequisites

None

Learning Topics

Topic
Introduction
• Why are thinking and interpersonal skills important for a project team?
Critical Thinking
• What is critical thinking?
• Identify the benefits of critical thinking
• Understand the difference between automatic and manual thinking
• Explore the Critical Thinking Framework
• Clarify the problem
o Develop a problem statement
o Apply Socratic questioning
o Distinguish between needs and wants
• Solve the problem
o Use inductive and deductive thinking
o Understand variables that affect thinking
o Apply systems thinking
o Employ perspectives influencing
o Utilize debate
• Understand current versus future state
• Learn the risk factors within critical thinking
Creativity and Design Thinking
• Empathize with your customer
• Define the real problem
• Ideate and develop alternatives
• Build, choose, and test the solution
Negotiation and Conflict Resolution
• Share negotiation tips and tricks
• Identify characteristics of high-performing teams
• Practice ways to resolve conflict and overcome team dysfunction
• Learn to build a high-performing team
Workshop
• Use critical thinking, design thinking, and systems thinking within a scenario.
Course Summary
• Course retrospective
• Develop a Post Class "Go Do It!" Plan with next steps for the student's current project

BA Certified

This class is a part of the **B2T Training Business Analyst Certification Program**. For more information on the program, please see our Certification page.

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