



Training Program

CRITICAL THINKING & PROBLEM SOLVING SKILLS



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Problem-Solving – A Critical Competency for Career Success

In any organization, those retained – promoted – or entrusted with key responsibilities are not necessarily the hardest or most technically skilled, they are those who can solve the problems the organization truly needs addressed.

Without problem-solving capabilities, individuals can quickly be replaced—either by someone else or by technology itself.

According to the World Economic Forum's *The Future of Jobs* report, **Analytical Thinking, Creative Thinking, and Complex Problem-Solving** are among the top skills needed through 2030—not only to retain employment but also as prerequisites to adapt, lead, and create sustainable value in the digital era.

The “**Critical Thinking & Problem Solving Skills**” program is designed for professionals who aim to:

- Stay ahead in today's competitive job market.
- Become a trusted contributor when the organization encounters challenges.
- Most importantly, maintain role, enhance your value, and take control of your career trajectory.

This program goes beyond knowledge transfer—it develops your thinking, equips you with practical tools, and transform your daily approach to work, making **problem-solving** a signature capability that ensures your survival – growth – and leadership.

PROGRAM OUTLINE

PROGRAM PARTICIPANTS

- Corporate leaders and managers at all levels.
- Functional Directors, Heads and Deputy Heads of Departments, Divisions, and Units.
- Professionals in corporate environments seeking to develop and strengthen this critical competency.

PROGRAM OUTCOMES

After completing this program, participants will be able to:

- Adapt to the **BANI** environment, leverage AI, and understand multi-generational thinking to enhance problem-solving effectiveness in the new era.
- Apply foundational thinking types (analytical, systems, logical, creative) and manage biases to make precise, data-driven decisions.
- Apply structured problem-solving process with proven tools (5W1H, 5 Whys, Fishbone Diagram, SCAMPER, Design Thinking) to address challenges methodically and effectively.
- Develop creative capabilities using Breakthrough Thinking and AI tools, while fostering a continuous learning environment for multi-generational teams.

Part I. Overview & Thinking Foundations

- Essential thinking types for problem-solving: holistic, analytical, systems, logical, creative, and critical thinking.
- BANI, AI, workforce trends, and problem-solving challenges in the new era.
- Data-driven thinking frameworks in the AI era.

Part II. Thinking Methods for Effective Problem-Solving

- Common thinking tools and techniques (Brainstorming, Mind Mapping, etc.).
- **SCAMPER** – An advanced creative thinking method to generate innovative and differentiated ideas.
- **Design Thinking** – A human-centered approach to develop optimal solutions for solving complex problems efficiently.
- **Breakthrough Thinking** – A method for generating transformative and breakthrough insights.
- Integrating these techniques and methods to strengthen thinking capabilities.

Part III. Problem-Solving & Decision-Making Process

- Identifying the problem – key techniques and classic tools.
- Analyzing and tracing root causes.
- Developing solutions – criteria for a viable solution.
- Decision-making, solution implementation, and execution principles.

Part IV. Creativity in Effective Problem-Solving

- The philosophy of creativity in problem-solving.
- Criteria for a truly innovative solution.
- Advanced creative methods to enhance problem-solving effectiveness.

PROGRAM DURATION

Duration: The total duration of the program is 04 sessions (equivalent to 12 hours). You can choose to study in the evening, weekdays or weekends. Please see the detailed schedule of upcoming courses on PACE's website: www.PACE.edu.vn.

Tuition: For the official fee and preferential policy for early fee transfer or group registration, please see details on PACE's website www.PACE.edu.vn or contact PACE's Training Consulting and Training Department.

Scan here to learn more about PACE's training programs



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