

APS 5-6 CRITICAL THINKING AND PROBLEM SOLVING

DEVELOP ESSENTIAL CRITICAL THINKING SKILLS AND PROBLEM SOLVING ABILITIES REQUIRED OF APS 5-6 OFFICERS

5 - 6
OCTOBER
ONLINE DELIVERY

EXPLORE

- ▶ Apply practical outcome-driven models for critical thinking and problem solving
- ▶ Unpack critical thinking as a mental process and set of action steps to address everyday problems
- ▶ Leverage the skills of creative and lateral thinking in complex problem solving
- ▶ Overcome common roadblocks to critical thinking and problem solving

EXPERT FACILITATOR



Garry Mills
Presenter & Coach
Garry Mills Peak Performance

BOOK
BEFORE
28 MAY.
SAVE
\$500



VIRTUAL EVENT

Attend from anywhere!

START YOUR LEADERSHIP JOURNEY!

Call +61 2 8239 9711 Priority Code - 1



LIQUIDLEARNING
bebetter

ABOUT THE EVENT

Aimed at APS 5-6 level officers and management, this two-day workshop will provide an opportunity to advance critical thinking and problem solving capabilities expected of APS 5-6 level officers.

Critical thinking and problem solving have been identified as key skills required of officers at many levels of the APS. In an environment where evidence is paramount, this highly valued skill set will become a key differentiator among high performing leaders of the future. Critical thinking is at the heart of effective problem solving and decision making at any level of management. As an APS5 - 6 level officer you are at the ideal level to establish core skills in this domain.

We have developed this practical training program to kick start your journey to becoming a discerning critical thinker and seasoned problem solver. Through this workshop, participants will have the opportunity to examine, assess, and reconstruct their way of thinking in order to solve everyday problems. If you find that a problem has you stuck, unable to evolve or adapt to changes, it may be time to try a new approach. Developing your skills in critical thinking and applying innovative problem solving techniques can help you to make better decisions and overcome the challenges that you face.

Participants will learn practical skills and techniques to critically appraise problems and understand their root causes and impacts. Through a systematic approach you will be able to develop evidence-based solutions to problems as well as plan and prepare strong arguments for change and improvement.

DAY ONE

Critical thinking and problem solving as a key priority in the APS

- ▶ Review the current context and landscape for problem solving in the APS
- ▶ Why problem solving has been identified as a top skill priority across all levels of the APS
- ▶ How critical thinking provides the necessary lens to frame problems rationally and produce evidence-based solutions
- ▶ How problem solving ability could drive your career advancement in 2021 and beyond

Unpacking critical thinking techniques

- ▶ The cognitive principles, tools and strategies essential to critical thinking
- ▶ Reviewing critical thinking tools and taking stock of our own limitations and strengths
- ▶ How to think like a scientist - Learning how to objectively collect and evaluate evidence
- ▶ Whole brain thinking; exploring creative thinking for generating new ideas and links, acting on intuition, imagining possibilities and connecting ideas through considering alternatives
- ▶ Understanding the barriers to sense-making and thinking rationally

Problem solving methods and key tools

- ▶ Reviewing common types of problems
- ▶ Exploring linear / non-linear and logic based approaches to problem solving
- ▶ Root cause analysis - getting to the heart of the problem
- ▶ Mapping known and considering unknown variables
- ▶ How to select the right method and apply specific tools to solve a problem
- ▶ Explore how Systems Thinking is applied to provide clarity around root causes, interdependencies, possible constraints and outcomes
- ▶ Creating a process map or mind map to provide clarity around the problem
- ▶ Creative problem solving techniques and activities: Abstract questioning, brainstorming, role switching, visualisation, ideation and process re-mapping

Working with others on problem solving

- ▶ Facilitating a shared understanding of issues and problems
- ▶ Learn to prepare and present powerful evidence-based arguments and solutions
- ▶ Resolving conflict and challenges in group problem solving

DAY TWO

Definition: Understanding the problem

- ▶ Agreeing on the reality of the problem: Definition of key variables: known causal factors, structure, scope, stakeholder impact, interdependencies and constraints
- ▶ Evaluating problem impacts
- ▶ Consider solution criteria and problem solving deliverables

Analysis: Identifying and evaluating possible solutions

- ▶ Evaluate solutions based on feasibility, impact and risk
- ▶ How to approach complex or 'wicked problems' (problems resistant to conventional resolution)
- ▶ Review tools, priorities and resources available (including expertise)

Implementation: The problem solving process in action

- ▶ Approaching the problem solving process as a system, applying a critical thinking lens at all stages, consider:
 - ▶ Problem identification, detection or framing
 - ▶ Analysis of variables, root-cause analysis and interdependencies
 - ▶ Design of possible solutions, opportunities or courses of action
 - ▶ Evaluation and selection of solution
 - ▶ Consideration of risk, including feasibility, uncertainty / error
 - ▶ Decision on Implementation
 - ▶ Deployment of solution
 - ▶ Monitoring, learning and evaluation

Overcoming the roadblocks to critical thinking and problem solving

- ▶ Cognitive biases, ideological conflict and problems arising in groups
- ▶ Observation blind-spots and measurement errors
- ▶ The inherently challenging nature of 'wicked problems'
- ▶ Cultivating your skills and maintaining your edge as a critical thinker

YOUR FACILITATOR

Garry is a former bodyguard to the Australian Prime Minister and other world leaders, leading complex operations both in Australia and overseas. His experience and expertise include police officer, public sector executive, Team Australia athlete in an international TV series competition, radio presenter, and Ironman triathlete. Garry delivers high performance, mental health & leadership workshops, 1:1 coaching and presentations across Australia and overseas. Garry is a certified i4 neuroleader trainer and a qualified coach, using neuroscience, evidence-based research and personal experiences in his programs. His clients include senior executives, professional athletes and small business owners.



Garry Mills
Presenter & Coach
Garry Mills Peak Performance

WHO WILL ATTEND?

Aspiring, emerging and existing leaders across all disciplines and departments throughout the Public Sector, including:

- ▶ APS 5-6
- ▶ Officers
- ▶ Senior Officers
- ▶ Principal Officers
- ▶ Advisors
- ▶ Senior Advisors

APS5-6 Critical Thinking and Problem Solving

5 - 6 October 2021

Online Delivery

Booking Form

Event Reference: APPS1021A - O

Priority Code: I



Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone



Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



Your Investment

Options (per person)	Rapid Action Rate Register and pay by 28 May	Value Plus Rate Register and pay by 29 June	Super Saver Rate Register and pay by 29 July	Early Bird Rate Register and pay by 31 August	Standard Rate
Qty Workshop	\$2195 + GST = (\$2414.50)	\$2395 + GST = (\$2634.50)	\$2495 + GST = (\$2744.50)	\$2595 + GST = (\$2854.50)	\$2695 + GST = (\$2964.50)
Discounted off standard rates :	Save up to \$500	Save up to \$300	Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars

Group Discounts Available:

10% off Standard Rate
Team of 3 - 4

15% off Standard Rate
Team of 5 - 7

20% off Standard Rate
Team of 8 - 9

25% off Standard Rate
Team of 10+

TOTAL incl GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials included. Travel and accommodation are NOT included. Registration Options are per person only.



Payment Details

Payment is required prior to attending this event

- Credit Card
- Cheque (payable to Liquid Learning Group Pty Ltd)
- Electronic Funds Transfer
- Please invoice me:
Purchase Order No. #

Credit Card Details - Please charge my credit card for this registration:

Card Type Visa MasterCard American Express

Note: 2% surcharge applies to American Express payments

Card Number Expiry /

CVV Full Name as on card

Cardholder's Contact Number

Signature

X

Electronic Funds Transfer (EFT)

Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
SWIFT Code: WPACAU2S

Amount

Please quote ref APPS1021A - O and registrant name



Authority

Authorising Manager's Details: This registration is invalid without a signature

Name Position Phone
Email Signature Date

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. By confirming your registration you commit to pay the registration investment in full. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following the date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. If your invoice is yet to be paid and you wish to cancel, payment must be processed and a credit note will be issued following receipt. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd

accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2021 Liquid Learning Group Pty Ltd ACN 108 415 354