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CRITICAL THINKING TO REACH THE BEST DECISIONS
with Dr. John Austin
$395 (US) per person

**VIRTUAL SESSION (3-HOUR)**

# CRITICAL THINKING TO REACH THE BEST DECISIONS

High quality decisions have always been essential for strong business performance. Yet with the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty. It offers strategies on how managers and executives can deal more effectively with ambiguous information, loosely structured problems, deep uncertainty, and complex tradeoffs. The focus is on critical thinking, breakthrough problem solving and learning.

# DR. JOHN AUSTIN

Dr. Austin is the P.D. Merrill Endowed Chair of Business. Prior to joining University of New England, Dr. Austin was a professor in the School of Leadership Studies at Fielding Graduate University. He has also worked as a Principal at Decision Strategies International and a management professor at Penn State University and The University of Washington, Bothell. He has taught executives at Duke CE, Georgetown University, Penn State University, Thunderbird School of International Management, University of North Carolina, and The Wharton School.

John has worked with numerous Global Fortune 500 companies, government agencies, and non-profit organizations as an executive development resource and is a frequent conference speaker. He has developed leaders and led long-term projects in the areas of change management, scenario planning, team performance, strategic decision-making, and strategy execution. His experience with individuals at all levels of organizations enables him to translate broad strategies and concepts into actionable, engaging programs.

Dr. Austin's research has been published in leading management and applied psychology journals such as Journal of Applied Behavioral Science, Journal of Applied Psychology, and Organization Science as well as practice-oriented publications including HR Magazine, Fast Company, and The OD Practitioner.

# TOPICS COVERED

## SOLVING THE RIGHT PROBLEM

- MINDFUL DECISION DEFINITION
- QUESTIONING ORGANIZATION ASSUMPTIONS

## AVOIDING DECISION TRAPS

- OVERCONFIDENCE AND CONFIRMATION
- THE VALUE AND RISK OF STORIES

## MANAGING UNCERTAINTY AND BECOMING A BETTER FORECASTER

- KNOWING WHAT WE DONT KNOW: SEEING UNCERTAINTIES
- KEYS TO BECOMING A BETTER FORECASTER
- LINKING INSIGHTS AND ACTIONS

FOR REGISTRATION PLEASE CONTACT: **Charles Good** - IMS Regional Director - Boston
Phone: **+1 (775) 322-8222** Email: **boston@ims-online.com** Website:
**https://ims-online.com/leadership-development/Boston/3**