



**@ASK Training**  
Attitude | Skills | Knowledge

# Critical Thinking for Leaders

**Course Code:**

ASKCTL

**Course Duration:**

2 days (16 hours), 9.00am - 5.00pm

**Course Fee:**

\$1200 (\$1308 Inc. 9% GST) per participant

**Course Venue:**

Hotel

**Course Dates:**

<https://asktraining.com.sg/course-schedule/>



## Course Synopsis

In today's professional landscape, leaders are required to navigate increasingly complex stakeholder and customer ecosystems, balance competing priorities, and operate under heightened expectations; with limited margin for error. This 14-hour programme equips leaders and HR professionals with practical critical thinking and stakeholder management capabilities to make sound decisions, manage tensions, and foster constructive engagement across teams, partners, and customers.

Through applied case studies and facilitated role-play scenarios, participants will strengthen their ability to analyse stakeholder and customer needs, assess power and interests, surface underlying concerns, mitigate cognitive biases, and apply structured approaches to decision-making and negotiation.

The programme also builds capability in setting clear expectations, managing conflict with professionalism, and escalating issues judiciously while safeguarding trust and long-term relationships.

Designed for leaders who must balance strategic intent with operational realities, this programme enhances confidence in navigating difficult conversations, aligning diverse perspectives, and communicating decisions with clarity and purpose to both internal and external stakeholders. Participants will leave with practical frameworks, tools, and templates that can be immediately applied to strengthen judgement, improve customer and stakeholder outcomes, and support more resilient and responsive organisational delivery.

## Course Objectives

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By the end of the course, you would be able to:

- Analyse stakeholder relationships to assess levels of interest, power, impact, and underlying agendas within organisational contexts.
- Investigate and diagnose issues in stakeholder relationships using structured problem-solving and systems-thinking approaches.
- Apply decision-making, negotiation, and analytical reasoning techniques to align stakeholder interests and achieve mutually beneficial outcomes.
- Establish, communicate, and manage clear stakeholder roles, expectations, and engagement plans across organisational initiatives.
- Manage conflicts and disputes using appropriate resolution techniques and escalation procedures.
- Apply critical and creative thinking strategies to mitigate bias, consider diverse perspectives, and generate sustainable stakeholder solutions.

## Course Outline

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- Chapter 1: Stakeholder Complexity & Systems Thinking
- Chapter 2: Diagnosing Relationship Breakdowns
- Chapter 3: Decision-making And Negotiation
- Chapter 4: Critical Thinking On Your Feet
- Chapter 5: Managing Expectations And Roles
- Chapter 6: Conflict Resolution And Escalation
- Chapter 7: Bias Awareness And Creative Perspective-taking

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